

# Spokane Workforce Development Area Local GMAP

June Report  
Presented: July 25, 2008



**Employment  
Security  
Department**

WASHINGTON STATE

# VETERANS SERVICES

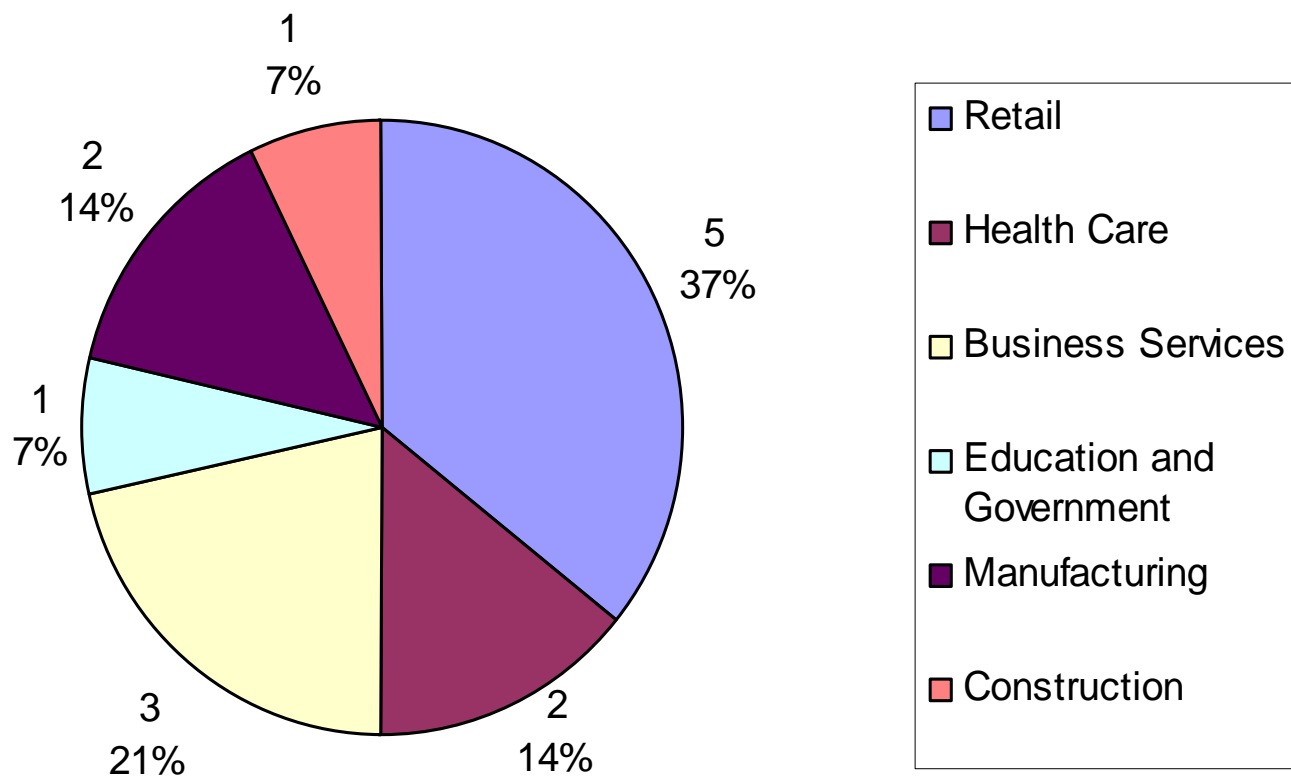
# Veterans Services

## Veterans Case Management ~ 2007/2008

Veterans Case Management ~ 2007/2008												
Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
VR&E Program	9	13	13	15	17	13	14	15	14	14	18	18
RealLifelines Program	4	1	1	1	1	1	2	3	4	4	4	5
VIP Program	10	11	10	5	1	2	7	12	9	9	10	11
DVOP Program (Intensive)	15	18	22	22	22	23	32	41	39	43	45	50
<b>Total Participants</b>	<b>38</b>	<b>43</b>	<b>46</b>	<b>43</b>	<b>41</b>	<b>39</b>	<b>55</b>	<b>71</b>	<b>66</b>	<b>70</b>	<b>77</b>	<b>84</b>
New Cases	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
VR&E Program	2	4	0	5	3	0	2	1	0	4	1	4
RealLifelines Program	0	0	0	0	0	0	1	1	0	0	1	1
VIP Program	2	1	3	0	0	2	5	0	2	1	1	3
DVOP Program (Intensive)	3	4	4	1	1	1	11	0	6	2	1	3
<b>Total New Cases</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>19</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>11</b>
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
VR&E Program	0	0	3	1	4	1	2	0	0	1	3	0
RealLifelines Program	3	0	0	0	0	0	0	0	0	0	0	0
VIP Program	0	4	5	4	1	0	3	2	0	0	7	0
DVOP Program (Intensive)	1	0	1	1	0	2	1	2	0	6	9	0
<b>Total Exits</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>19</b>	<b>0</b>

## Veterans Services

**Veteran Placements by Industry Cluster for April - June 2008**



# **Workforce Investment Act (WIA)**

# WIA Adult Program PY07

## Contracted Performance Measures - Cumulative 7/1/07 - 6/30/08

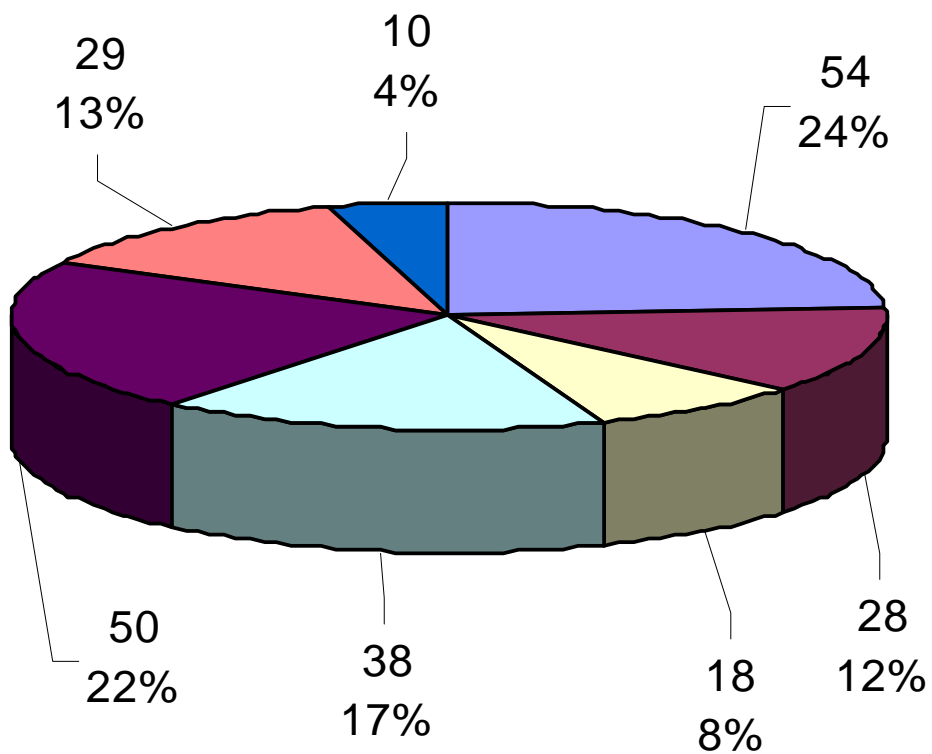
Yellow is Mod (Carry-In: ) 138

Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Served - Planned	159	193	254	268	299	323	346	377	404	349	368	386
Total Served - Actual	166	190	220	247	270	308	349	374	396	427	447	462
	104%	98%	87%	92%	90%	95%	101%	99%	98%	122%	121%	120%
New Registrants Planned	21	55	116	130	161	185	208	239	266	211	230	248
New Registrants Actual	28	52	82	109	132	170	211	236	258	289	309	324
% of plan	133%	95%	71%	84%	82%	92%	101%	99%	97%	137%	134%	131%
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Exits Planned	16	44	71	104	146	178	192	221	243	200	235	270
Total Exits Actual	23	46	71	90	100	122	139	161	186	208	238	258
% of plan	144%	105%	100%	87%	68%	69%	72%	73%	77%	104%	101%	96%
Placement Planned	16	44	69	99	137	166	178	205	225	180	212	243
Placement Actual	23	46	70	89	99	121	136	158	182	195	222	227
% of plan	144%	105%	101%	90%	72%	73%	76%	77%	81%	108%	105%	93%
Other Exits Actual	0	0	1	1	1	1	3	3	3	11	14	25
Neutral Exits	0	0	0	0	0	0	0	0	1	2	2	6
Wage at Placement	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00
Actual	\$11.91	\$11.48	\$11.61	\$11.97	\$12.12	\$11.91	\$11.96	\$12.10	\$12.09	\$12.10	\$11.98	\$12.01
% of plan	108%	104%	106%	109%	110%	108%	109%	110%	110%	110%	109%	109%
Expenditures	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$68,973	\$137,946	\$206,919	\$275,892	\$344,865	\$413,838	\$482,811	\$551,784	\$620,757	\$689,730	\$758,703	\$861,899
Actual	\$43,663	\$107,855	\$125,736	\$196,155	\$214,045	\$273,843	\$310,369	\$365,090	\$430,174	\$487,983	\$517,993	\$550,499
% of plan	63%	78%	61%	71%	62%	66%	64%	66%	69%	71%	68%	64%

Service Providers: Career Path Services and Employment Security

# WIA Adult Program PY07

**WIA Adult  
Total Customers Placed by Industry**

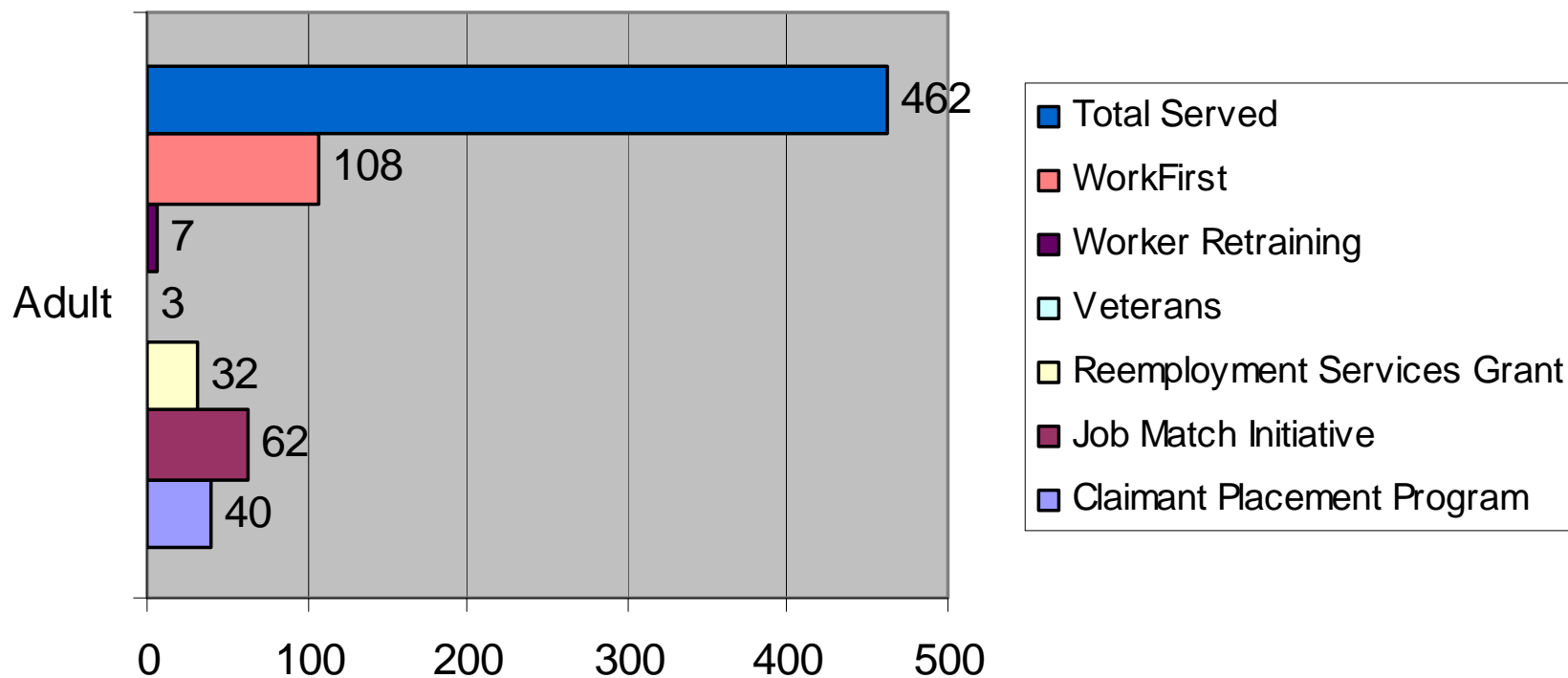


	Training Related Placements	Average Wage
Healthcare	28	\$10.91
Manufacturing	8	\$11.97
Construction	8	\$13.89
Retail	7	\$11.42
Business Services	10	\$10.93
Transportation	14	\$13.68
Other	3	\$17.54

**Total Employed Exits Exits: 227**

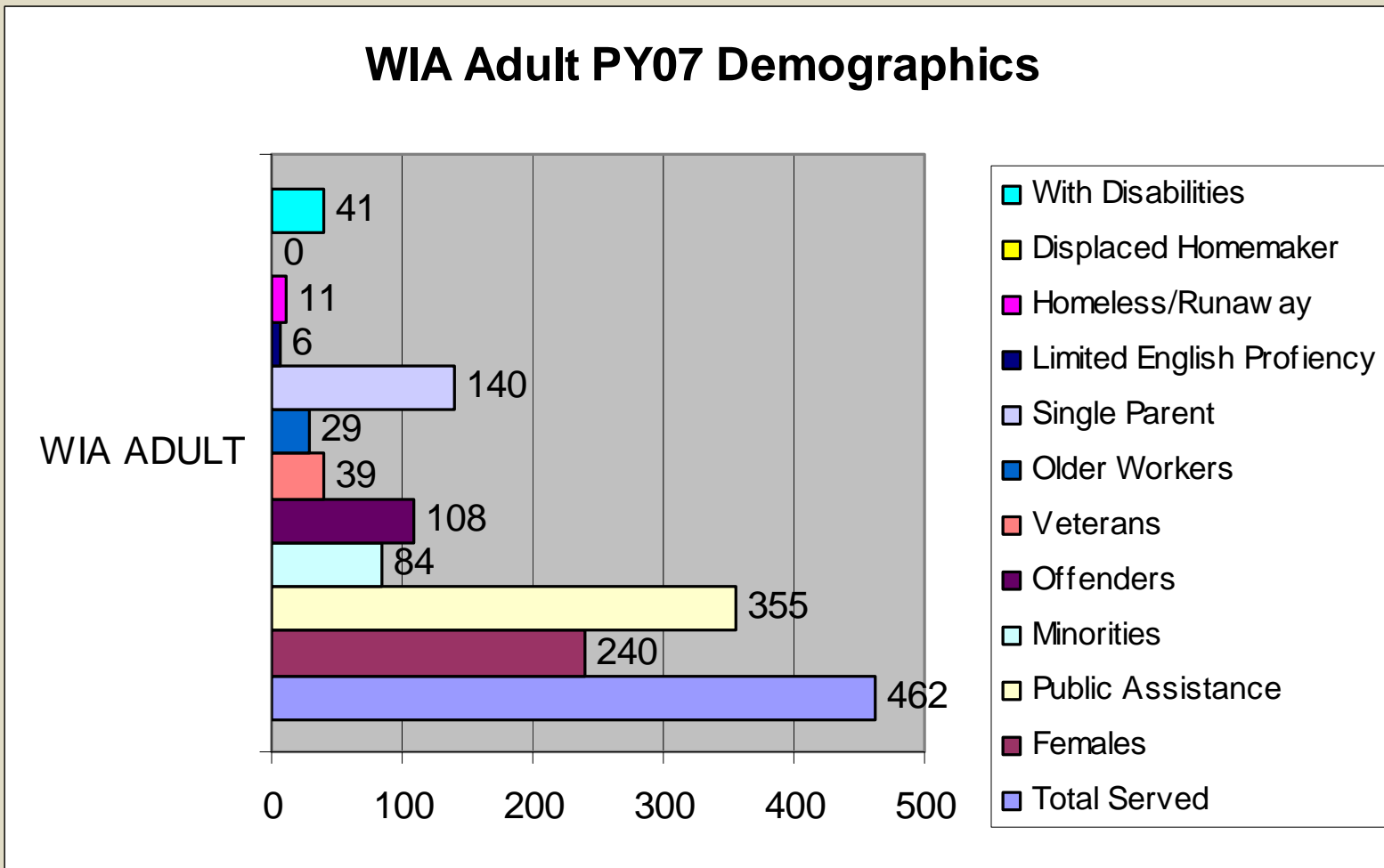
## WIA Adult Program PY07

### WIA Adult PY07 Co-Enrollments



# WIA Adult Program PY07

## WIA Adult PY07 Demographics



# WIA Dislocated Worker Program PY07

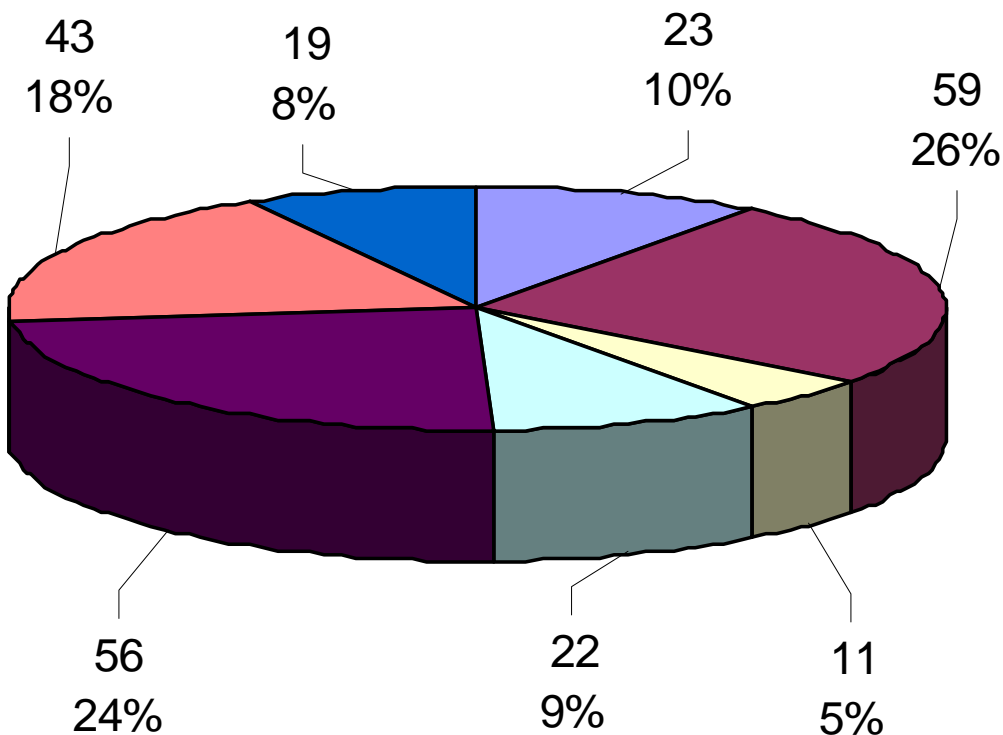
## Contracted Performance Measures - Cumulative 7/1/07 - 6/30/08

Yellow is mod (Carry-In: ) 170

Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Served - Planned	196	234	296	324	366	394	430	462	495	435	450	472
Total Served - Actual	185	205	225	251	275	314	344	380	433	454	492	511
	94%	88%	76%	77%	75%	80%	80%	82%	87%	104%	109%	108%
New Registrants Planned	26	64	126	154	196	224	260	292	325	265	280	302
New Registrants Actual	15	35	55	81	105	144	174	210	263	284	322	341
% of plan	58%	55%	44%	53%	54%	64%	67%	72%	81%	107%	115%	113%
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Exits Planned	25	70	105	145	192	233	254	281	318	250	300	330
Total Exits Actual	32	65	77	93	111	136	154	164	184	208	229	248
% of plan	128%	93%	73%	64%	58%	58%	61%	58%	58%	83%	76%	75%
Placement Planned	22	64	96	133	177	215	233	257	291	222	229	297
Placement Actual	32	65	77	93	111	136	152	161	180	200	220	233
% of plan	145%	102%	80%	70%	63%	63%	65%	63%	62%	90%	96%	94%
Other Exits Actual	0	0	0	0	0	0	1	2	2	6	6	12
Neutral Exits	0	0	0	0	0	0	1	1	2	2	2	3
Wage at Placement	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00
Actual	\$15.67	\$15.36	\$15.45	\$15.31	\$15.58	\$15.38	\$15.59	\$15.78	\$15.85	\$15.72	\$15.50	\$15.36
% of plan	112%	110%	110%	109%	111%	110%	111%	113%	113%	112%	111%	110%
Expenditures	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$87,277	\$174,554	\$261,831	\$349,108	\$436,385	\$523,662	\$610,939	\$698,216	\$785,493	\$872,770	\$960,047	\$1,059,558
Actual	\$42,408	\$103,928	\$117,028	\$171,141	\$208,802	\$278,102	\$327,838	\$401,581	\$477,435	\$522,646	\$570,944	\$614,063
% of plan	49%	60%	45%	49%	48%	53%	54%	58%	61%	60%	59%	58%

# WIA Dislocated Worker Program PY07

## WIA Dislocated Worker Total Customers Placed by Industry

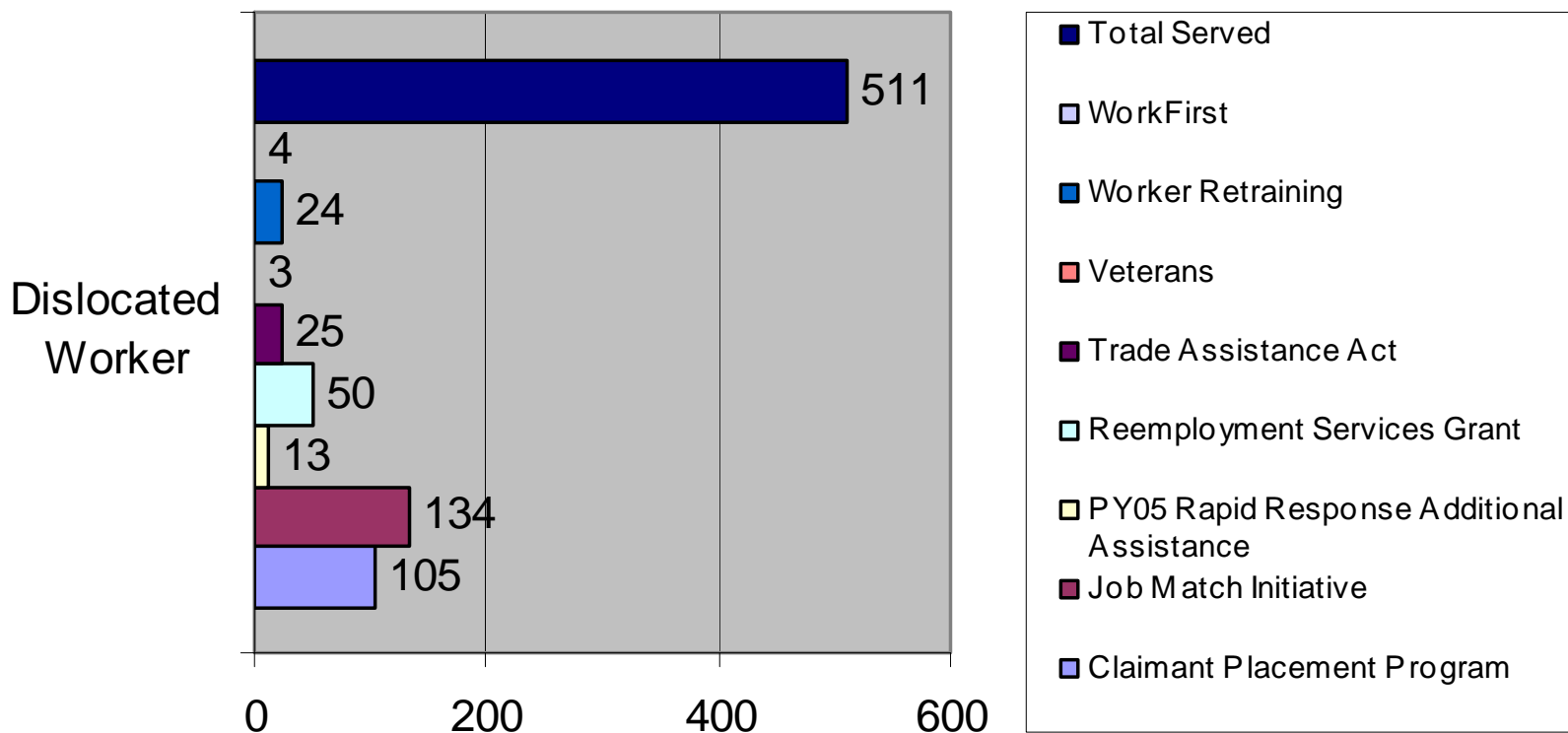


	Training Related Placements	Average Wage
Healthcare	10	\$15.47
Manufacturing	25	\$15.45
Construction	6	\$15.00
Retail	8	\$15.31
Business Services	19	\$14.75
Transportation	19	\$15.24
Other	8	\$36.31

**Total Employed Exits Exits: 233**

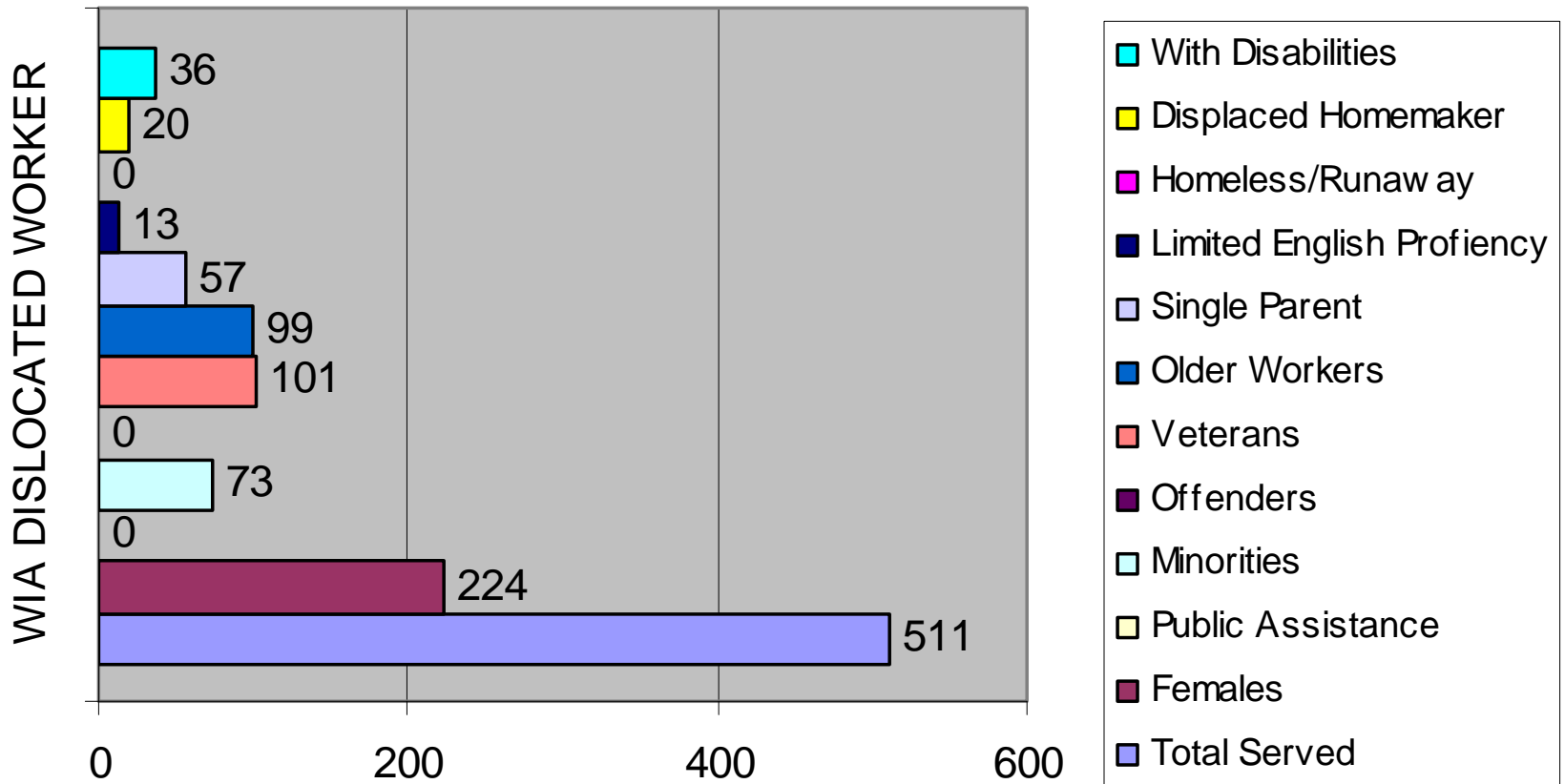
# WIA Dislocated Worker Program PY07

## WIA Dislocated Worker PY07 Co-Enrollments

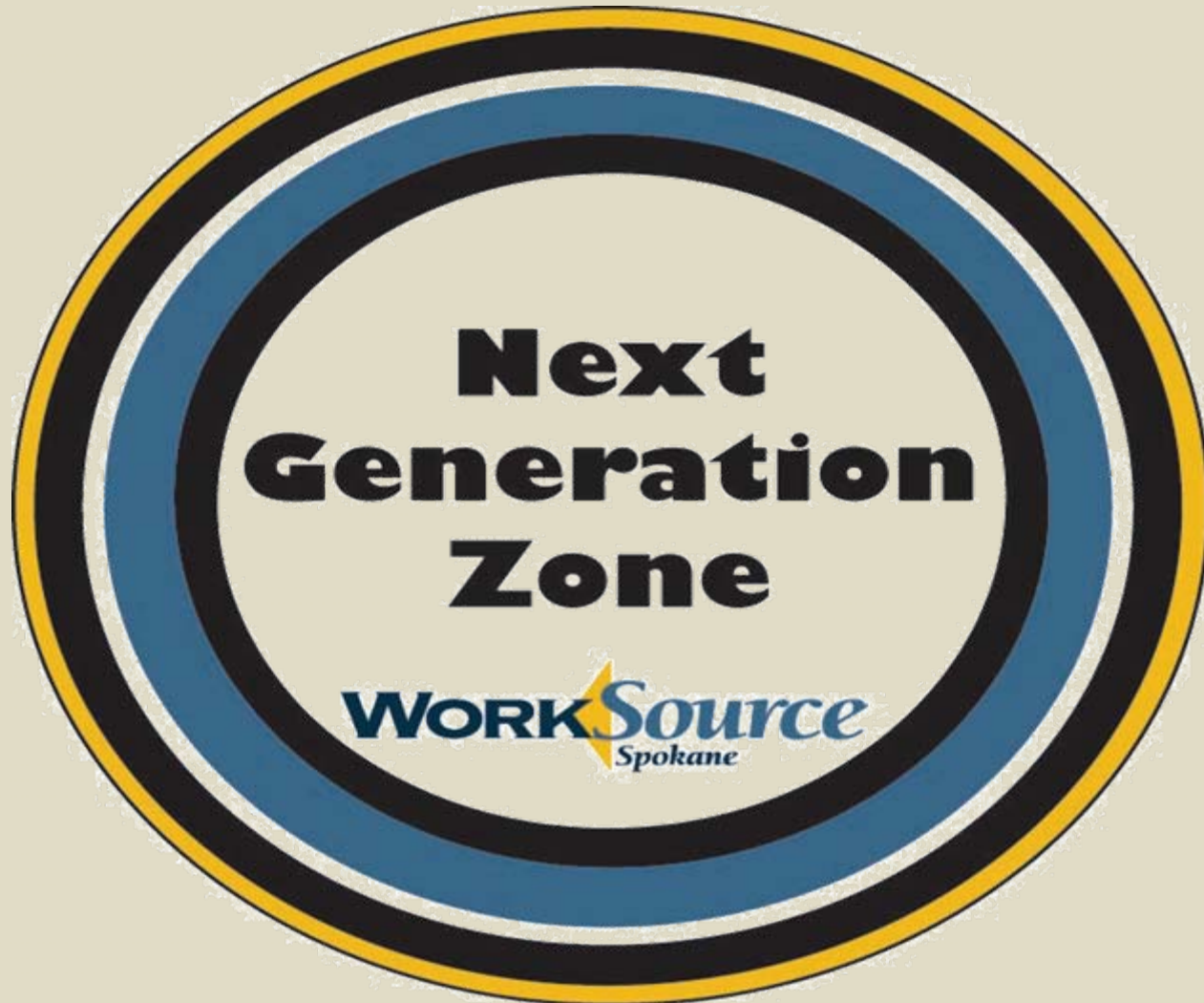


# WIA Dislocated Worker Program PY07

## WIA Dislocated Worker PY07 Demographics



# WIA Youth Program



## Next Generation Zone

### **Situation:**

- Exceeding new enrollments/total enrollments plans for June at 111%.
- Slightly under expended at 90% of plan.
- Exits were not at planned levels but a revised plan was in place with a June 30<sup>th</sup> target and positive exits poured in with 132 high school completions and GED, and 185 employment verification.

### **Analysis:**

- Traffic to Next Gen Zone has been steady with all indications from comparative data provided by Carri Callaghan implies a 28% increase in the number of youth job seekers coming into WorkSource Spokane since July 1, 2007 with the greatest increases in 16, 17, 18 and 19 year olds seeking services.
- Unsure of the involvement of 20 and 21 year olds with the Next Generation Zone
- Overall it has been a very good year...

### **Plan of Action:**

- Some tools for informing applicants about Job Zone 1 and Job Zone 2 options have been developed and will be shared with staff in July.
- Two new staff positions within the Next Generation Zone beginning July 1<sup>st</sup> that will focus on workshops for youth, follow up activities to keep them employed, documentation of credentials to meet post-exit Common Measures/Performance Standards
- Additional Information is being gathered on older youth seeking services in WorkSource to identify needs for possible new services directed toward this older youth age group.

**Persons Responsible:** Cami Hanson, Anne Millane

# Next Generation Zone

## Workforce Investment Act - Youth Program PY07

### Contracted Performance Measures - Cumulative 7/1/07 - 6/30/08

Yellow is mod total (Carry-In: ) 222

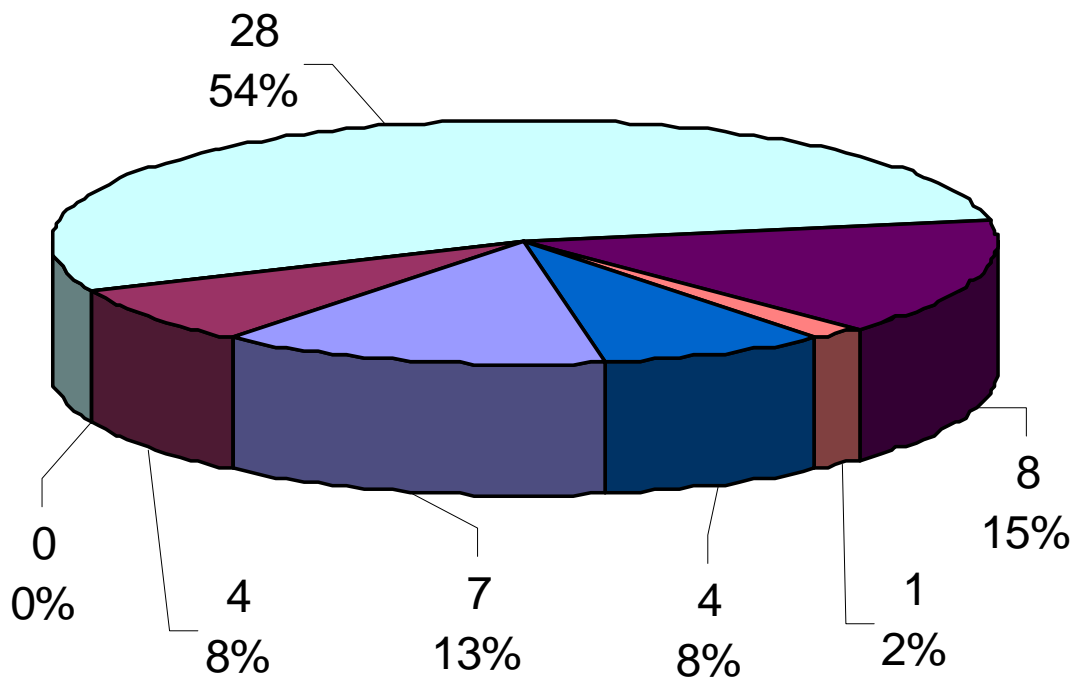
Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Served - Planned	250	279	306	336	365	392	421	449	490	500	500	500
Total Served - Actual	236	256	273	317	355	379	439	465	501	516	540	556
	94%	92%	89%	94%	97%	97%	104%	104%	102%	103%	108%	111%
Not Low Income (5% Max)	6	7	10	12	12	12	14	14	16	17	19	19
% of Total Served	3%	3%	4%	4%	3%	3%	3%	3%	3%	3%	4%	3%
New Registrants Planned	28	57	84	114	143	170	199	227	268	276	278	278
New Registrants Actual	14	34	51	95	133	157	217	243	279	294	318	334
% of plan	50%	60%	61%	83%	93%	92%	109%	107%	104%	107%	114%	120%
<b>Exits</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>
Total Exits Planned	23	48	104	132	145	184	211	258	285	276	303	332
Total Exits (Actuals - Neutrals)	21	32	43	68	80	87	114	139	153	171	180	309
% of plan	91%	67%	41%	52%	55%	47%	54%	54%	54%	62%	59%	93%
Employment Placement Planned	18	35	51	72	77	106	122	138	161	160	180	200
Employment Placement Actual	18	29	38	56	63	69	82	95	110	126	131	186
% of plan	100%	83%	75%	78%	82%	65%	67%	69%	68%	79%	73%	93%
% of Total Exits Employed	86%	91%	88%	82%	0.7875	79%	72%	68%	72%	74%	73%	60%
Other Positive Exits Planned	3	9	47	52	58	65	73	100	100	77	81	99
Other Positive Exits Actual	3	3	6	7	12	12	21	29	28	28	33	61
% of plan	100%	33%	13%	13%	21%	18%	29%	29%	28%	36%	41%	62%
Non-Positive Exits Planned	2	4	6	8	10	13	16	20	24	27	30	33
Non-Positive Exits Actual	0	0	0	3	3	4	9	13	13	15	14	58
Neutral Exits	0	0	1	2	2	2	2	2	2	2	2	4
<b>Wage at Placement</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>
Planned	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00
Actual	\$9.00	\$9.24	\$9.29	\$9.10	\$9.06	\$9.03	\$9.23	\$9.26	\$9.20	\$9.12	\$9.04	\$8.99
% of plan	100%	103%	103%	101%	101%	100%	103%	103%	102%	101%	100%	100%
<b>Expenditures</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>
Planned	\$79,225	\$163,140	\$247,055	\$330,970	\$414,885	\$498,800	\$582,715	\$666,630	\$750,545	\$834,460	\$904,375	\$1,037,978
Actual	\$79,361	\$171,772	\$250,364	\$368,021	\$438,701	\$515,220	\$564,920	\$644,158	\$685,805	\$799,882	\$869,335	\$932,386
% of plan	100%	105%	101%	111%	106%	103%	97%	97%	91%	96%	96%	90%

Targets	Actual
In-School Youth	42%
Out-of-School Youth	66%
Younger Youth (14-18)	33%
Older Youth(19-21)	67%
Not-Low Income - max of	5%
	3.4%

# WIA In School Youth Program PY07

## WIA In School Youth

Total Customers Placed by Industry

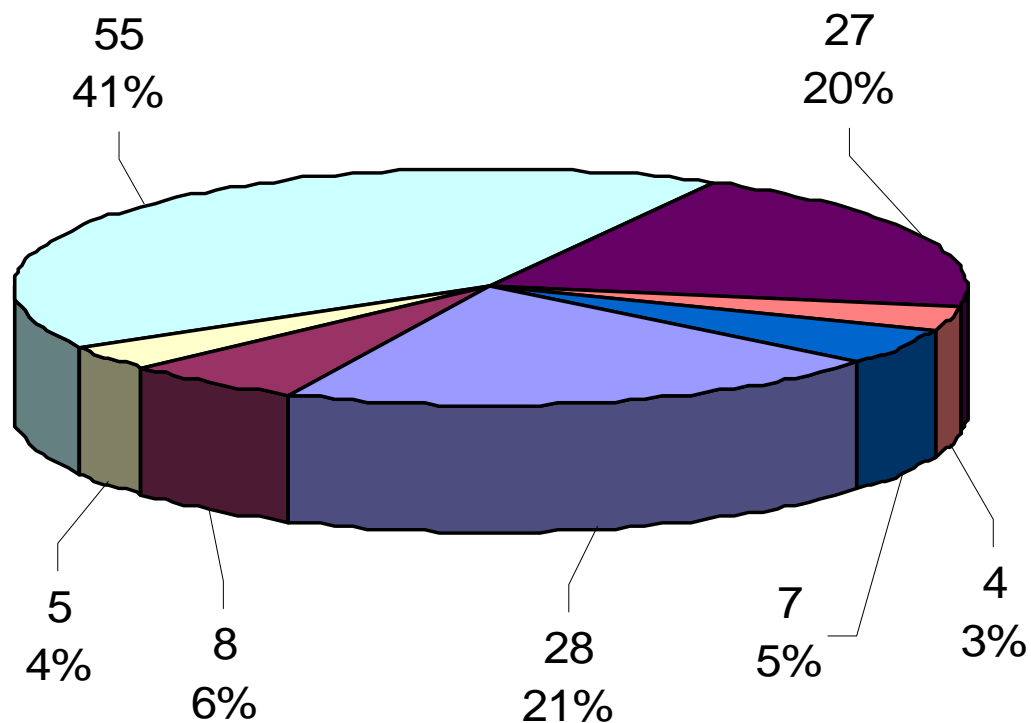


	Training Related Placements	Average Wage
Healthcare	6	\$8.62
Manufacturing	2	\$10.44
Construction	0	\$0.00
Retail	4	\$8.14
Business Services	2	\$8.63
Transportation	1	\$8.50
Other	1	\$9.89

# WIA Out of School Youth Program PY07

## WIA Out Of School Youth

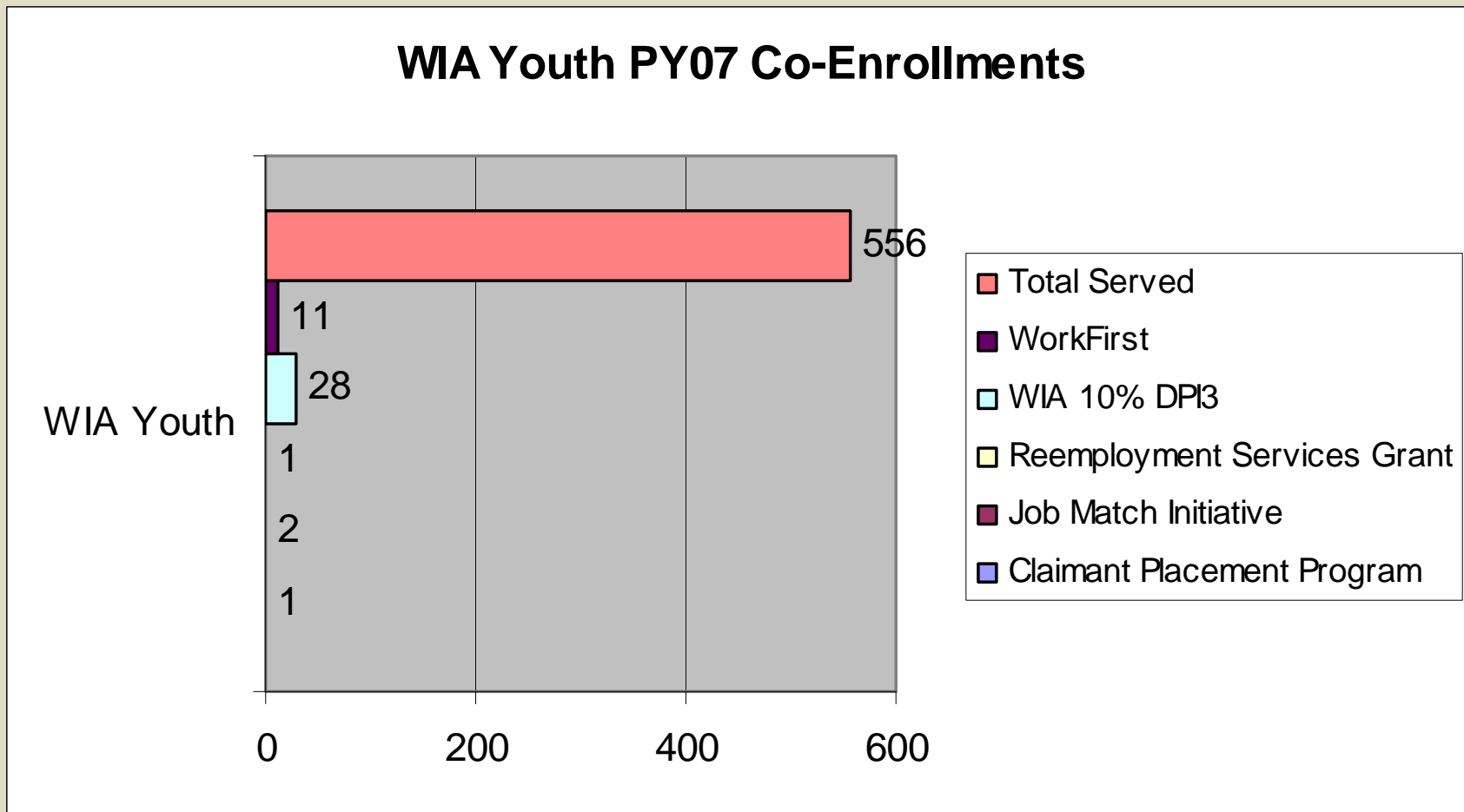
Total Customers Placed by Industry



	Training Related Placements	Average Wage
Healthcare	22	\$9.53
Manufacturing	4	\$10.16
Construction	2	\$11.22
Retail	4	\$8.59
Business Services	2	\$8.49
Transportation	2	\$11.44
Other	2	\$10.92

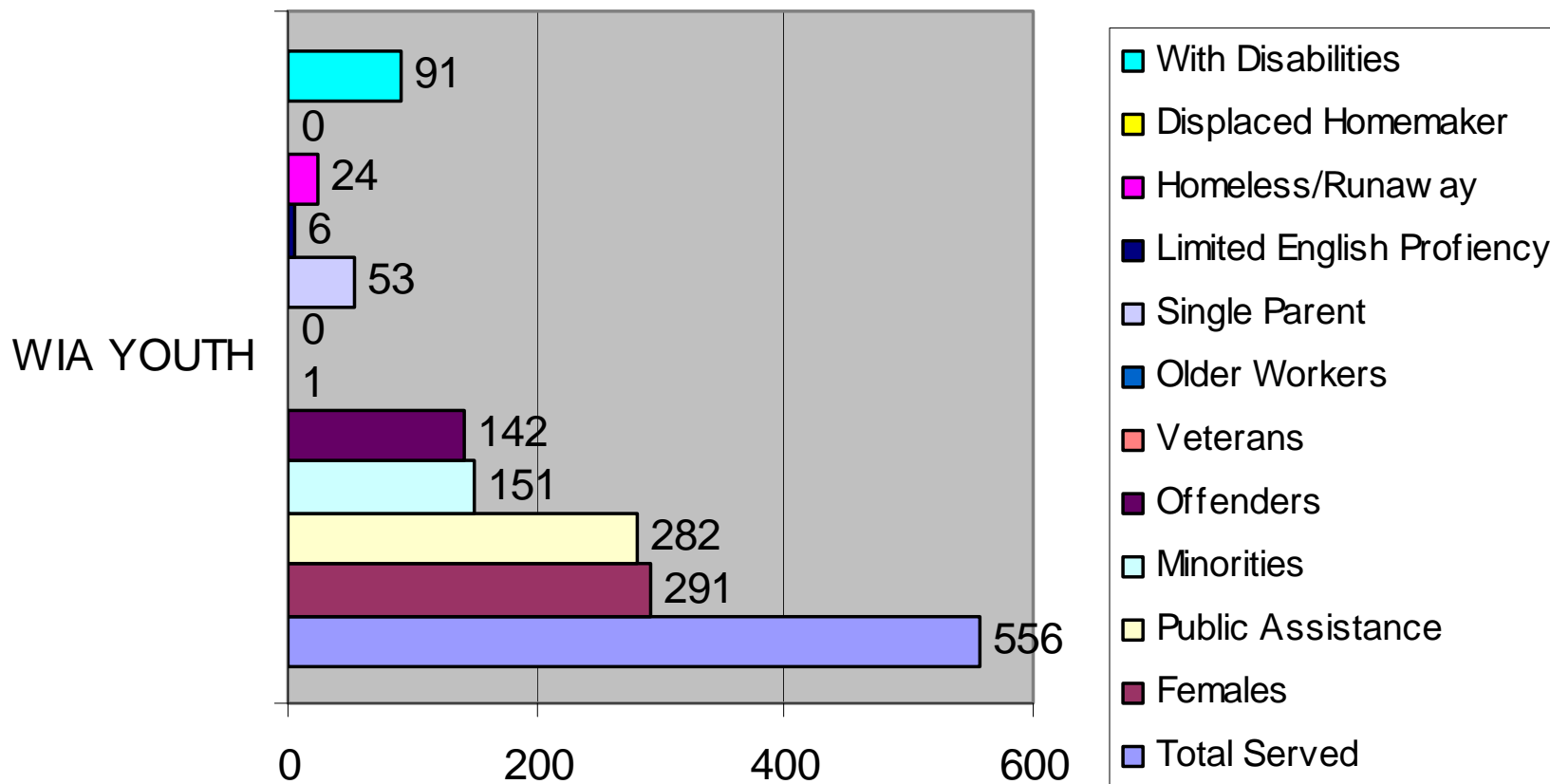
## WIA Youth Program PY07

### WIA Youth PY07 Co-Enrollments



## WIA Youth Program PY07

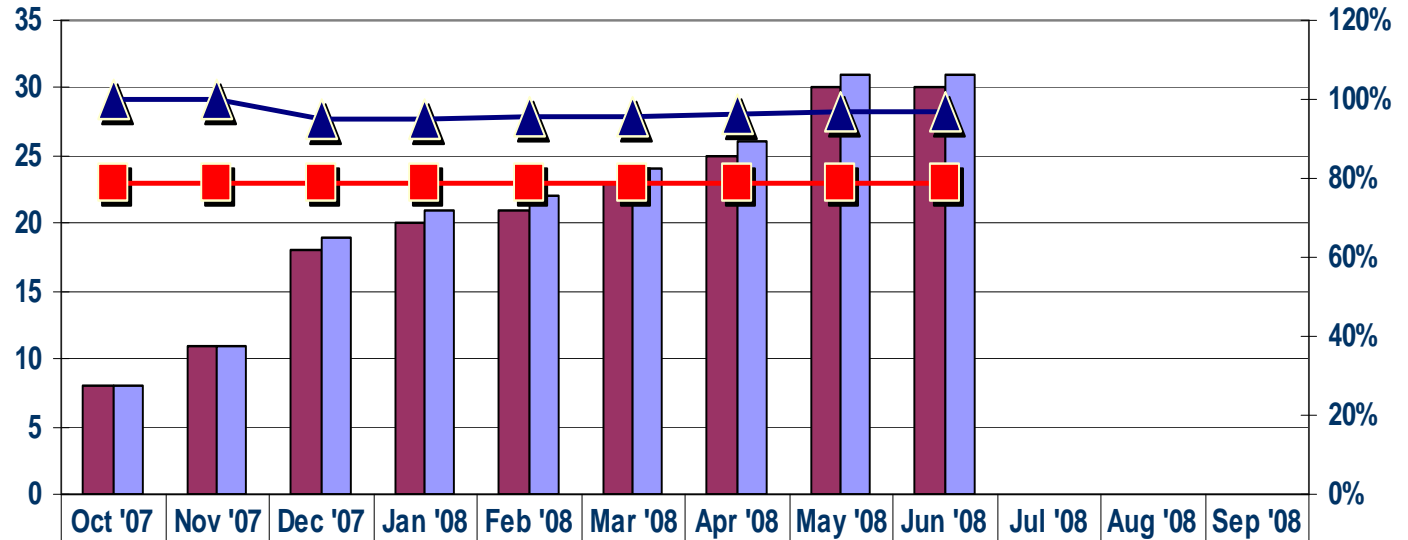
### WIA Youth PY07 Demographics



# **Trade Act Assistance (TAA)**

# Trade Act Assistance

## TAA Fiscal 07 Placement Performance 10/01/07 to 09/30/08



Placement	8	11	18	20	21	23	25	30	30			
Exits	8	11	19	21	22	24	26	31	31			
Cumulative Percent Placed	100%	100%	95%	95%	95%	96%	96%	97%	97%			
Goal	79%	79%	79%	79%	79%	79%	79%	79%	79%			

## Trade Act Assistance

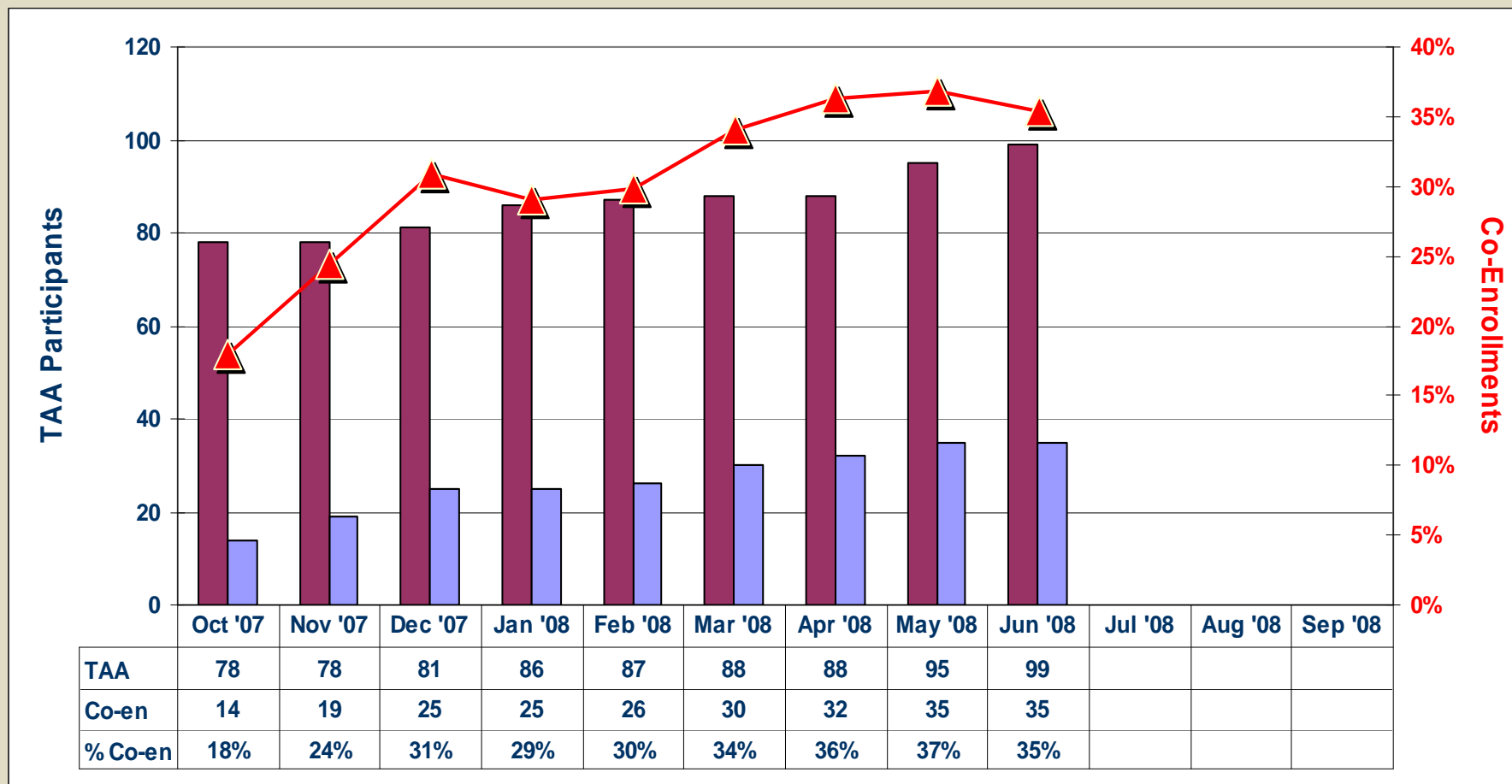
# TAA Fiscal 07 Wage Performance

## 10/01/07 to 09/30/08

	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08	Jun '08	Jul '08	Aug '08	Sep '08
<b>Total served</b>	78	78	81	86	87	88	88	95	99			
<b>Employed at exit</b>	8	11	18	20	21	23	26	30	30			
<b>Pre-wage average</b>	\$28.63	\$29.27	\$26.96	\$26.57	\$25.94	\$25.56	\$24.95	\$23.85	\$23.88			
<b>Post-wage average</b>	\$25.41	\$24.72	\$24.16	\$24.15	\$23.54	\$23.49	\$23.22	\$22.47	\$21.91			
<b>Wage recovery goal</b>	86%	86%	86%	86%	86%	86%	86%	86%	86%			
<b>Actual recovery %</b>	88.8%	84.5%	89.6%	90.9%	90.7%	91.9%	93.1%	94.0%	92.00%			
<b>Attained recognized credentials</b>	3	5	11	12	13	14	15	17	18			
<b>Training related placements</b>	4	6	10	11	12	13	14	15	16			
<b>Average weeks on program</b>	42	61	77	74	74	71	73	75	78			
<b>Types of training</b>												
<b>Business Services</b>	1	3	3	4	4	4	5	7	7			
<b>Healthcare</b>	2	3	5	5	6	6	6	8	8			
<b>Manufacturing</b>	1	1	2	2	2	2	2	2	3			

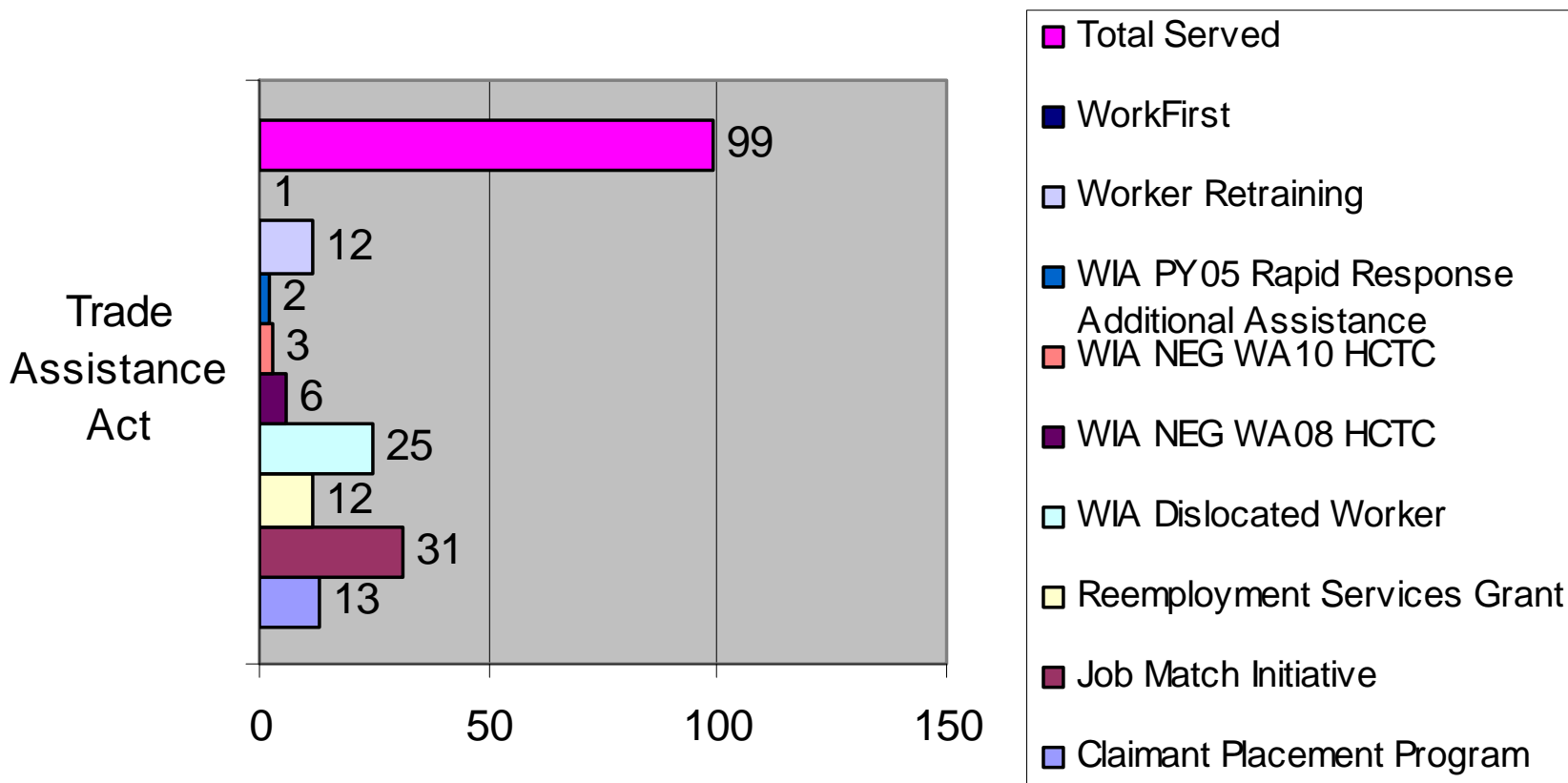
## Trade Act Assistance

# TAA Fiscal '07 Co-Enrollments With WIA Dislocated Workers 10/01/07 to 09/30/08



# Trade Act Assistance

## Trade Assistance Act Co-Enrollments 10/1/07-6/30/08



# WORKFIRST

# WorkFirst – Limited English Proficiency

<b>WorkFirst Limited Englishh Proficiency Employment Services Program</b>	
	<b>YTD 06/30/08</b>
<b>Assessments / Employment Plans (\$350)</b>	<b>134</b>
<b>Initial Placements (\$300)</b>	<b>77</b>
<b>Initial Employment Rate</b>	<b>57%</b>
<b>30 day Employment Retention Rate(FT \$1350, PT \$650)</b>	<b>65</b>
<b>30 day Employment Retention Rate</b>	<b>84%</b>
<b>90 day Employment Retention Rate(FT \$900,PT \$500)</b>	<b>72%</b>
<b>Government Performance Result Act (GPRA)</b>	
Statewide entered employment number	48%
<b>Spokane</b>	<b>57%</b>
90 day employment retention State #	72%
<b>Spokane</b>	<b>72%</b>

# Comprehensive Evaluations

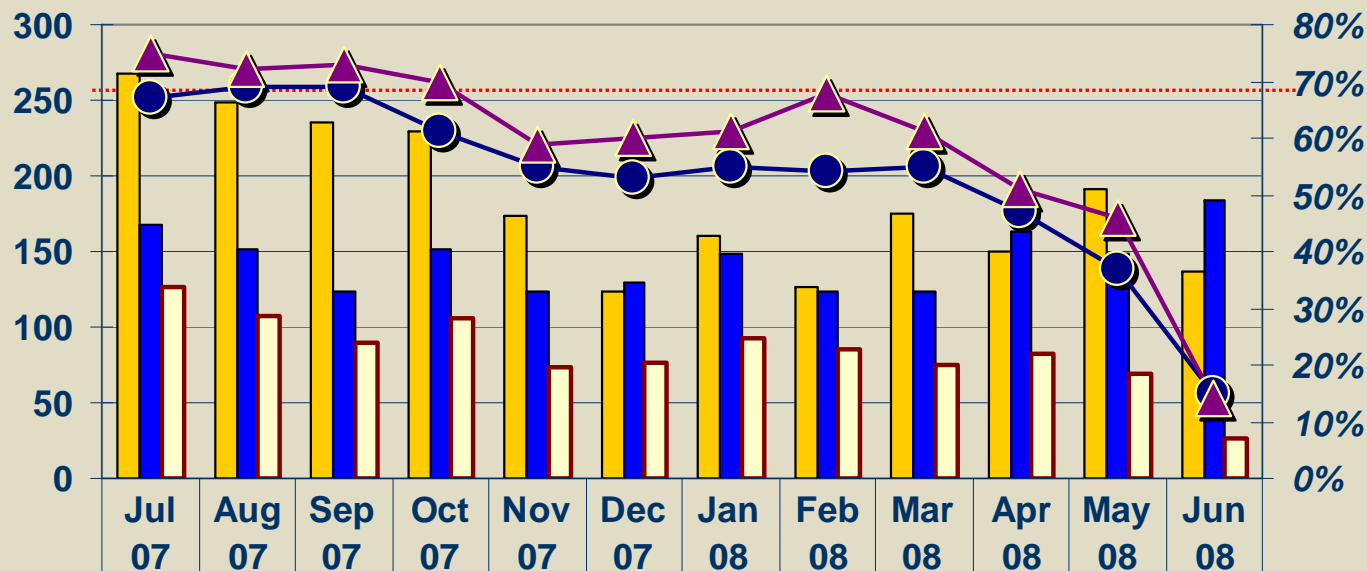
## Comprehensive Evaluations Scheduled 01/28/08 - 05/31/08

	Jan.	Feb.	Mar.	Apr.	May	June	YTD
Parents Assessed at WorkSource	286	259	278	306	278	256	1663
Parent Interpretations	282 - 99%	249 - 96%	271 - 97%	292 - 95%	270 - 97%	241 - 94%	1605 - 96%
Recommended Job Search	151 - 53%	127 - 51%	207 - 76%	231 - 79%	210 - 77%	198 - 82%	1124 - 70%
Enrolled In Job Search	184	136	143	212	159	200	1034 - 91%
Recommended for Training						22 - 9%	
Recommended for CJ						5 - 2%	
Dealing with Issues						10 - 4%	

# WorkFirst

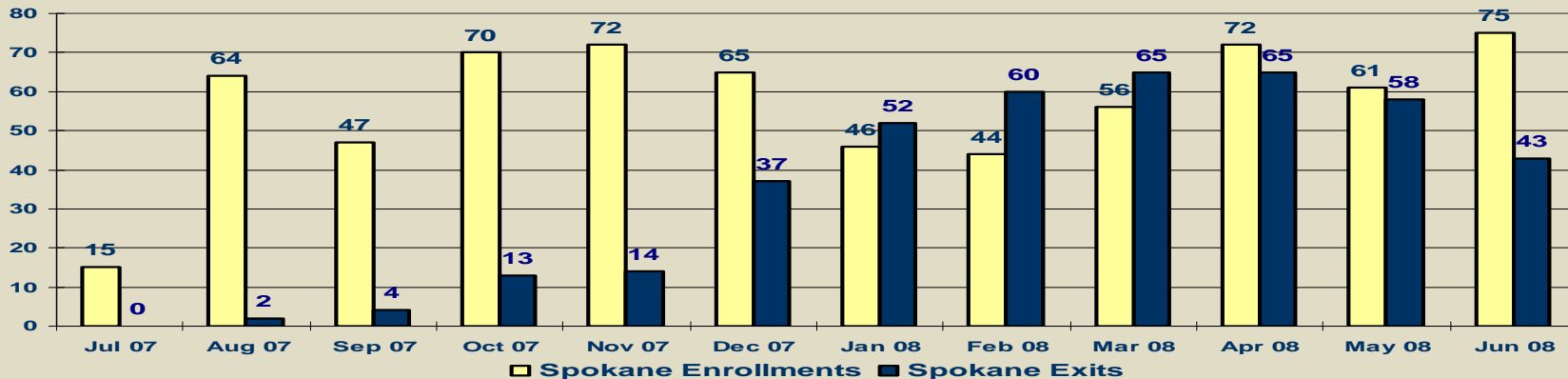
## Entered Employments PY 07

**Entered Employment Goal: 67%**  
**YTD Average for Spokane: 73%**

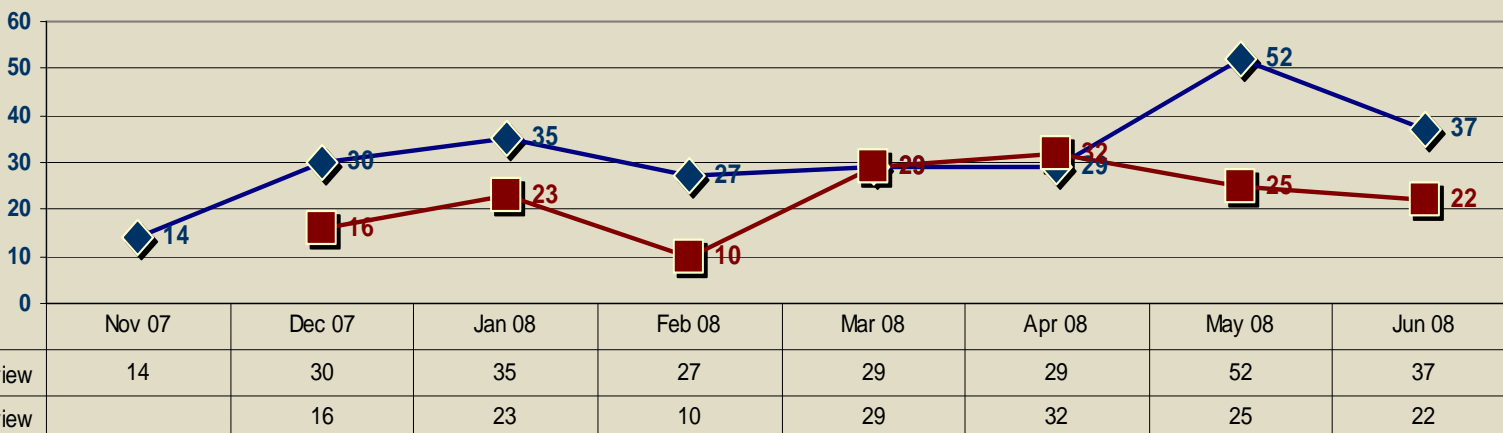


E-JAS Entered Employment	267	249	235	230	173	124	161	127	175	150	191	137
GMAP Cohort	168	151	123	152	124	129	149	124	123	163	148	184
GMAP Entered Employment	126	108	90	106	73	77	92	85	75	83	69	26
State %	67%	69%	69%	61%	55%	53%	55%	54%	55%	47%	37%	15%
Spokane %	75%	72%	73%	70%	59%	60%	61%	68%	61%	51%	46%	14%

# WorkFirst Career Services



Year To Date: Enrollments – 687, Exits – 413



Legend: ◆ 4 Month Interview ■ 6 Month Interview

Year To Date: 4-Month – 253 6-Month - 157

In the month of June, 43 exited / 38 completed / 5 returned to TANF

In January, 46 enrolled / 38 completed – 83%

# **BUSINESS SOLUTIONS**

# Spokane WDA

## Spokane Industry Cluster Initiative: connecting job seekers with employers showing growth

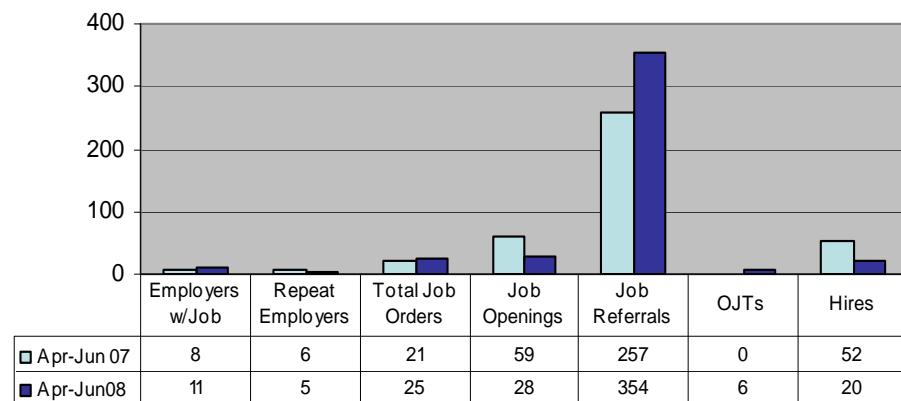
### Targeted Industry - Manufacturing

- Manufacturing cluster identified by the Workforce Development Council
- One of the leading industries in terms of new job growth
- Fourth highest paying jobs, easy entry and paid benefits
- Goal – Increase business contacts with manufacturing employers and create opportunities for job seekers and assist employers in developing their workforce

### Analysis:

- 82 out of 91 targeted manufacturing employers responded to the survey
- 46 Of the 82 employers surveyed plan to add new employees within the next year
  - Assemblers 10
  - Machine Operators 5
  - Production Workers 20
  - Welders 16
  - Machinists 11
  - Other 14
- 36 employers train employees on the job
- 13 new Business Needs Assessments were scheduled

### Manufacturing Initiative



### Strategies:

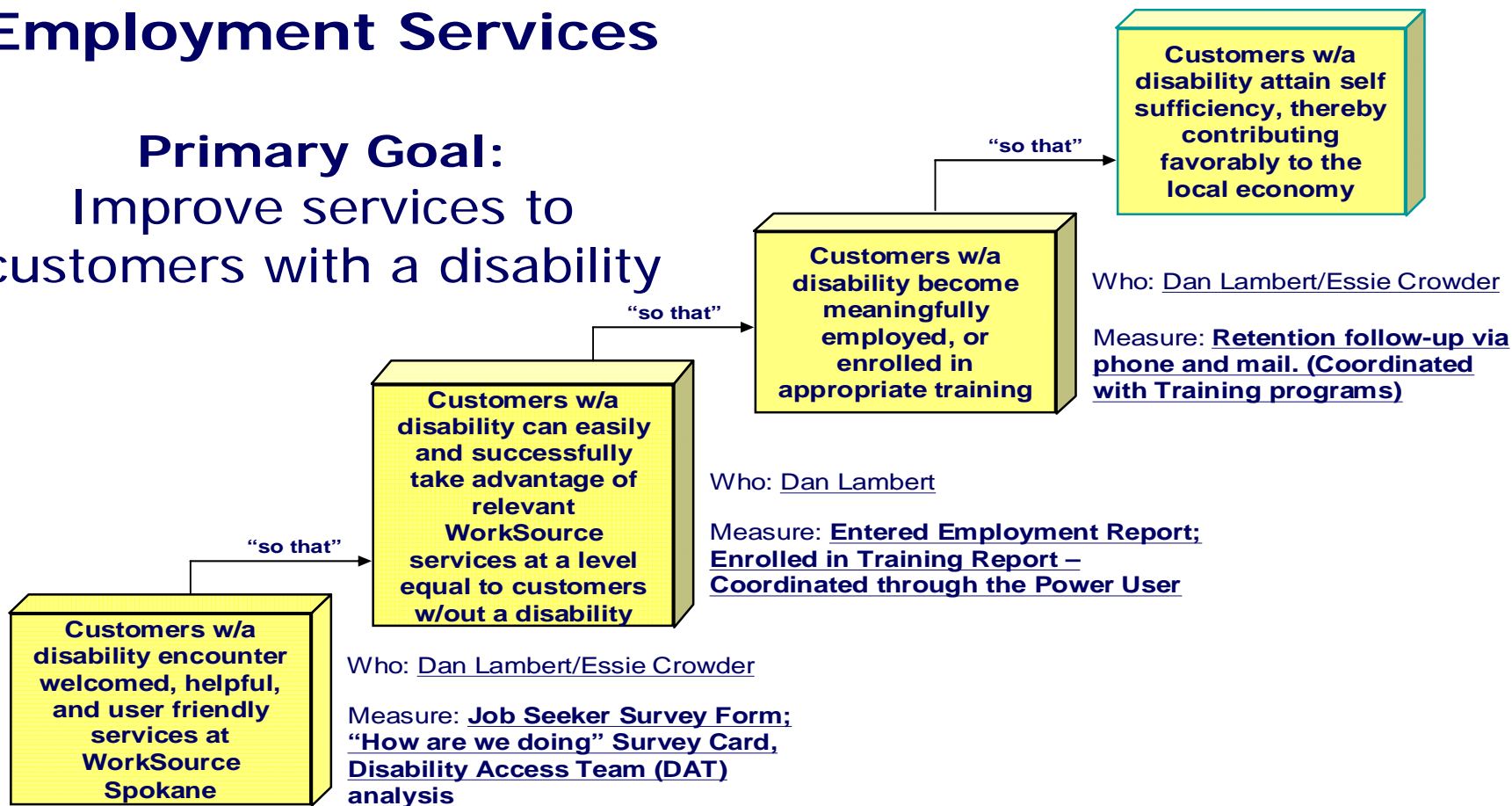
- Follow up with the 46 employers on a quarterly basis to develop OJTs and WA job orders
- Establish plan to complete Health Care Initiative within the next quarter
- Implement best practices regarding Workforce Development in the Health Care Industry
- Develop levels of service and conduct market analysis to target industry specific skills gaps in partnership with the WDC and the Regional Labor Economist

# **EMPLOYMENT SERVICES**

# Employment Services

## WorkSource Spokane Employment Services

**Primary Goal:**  
Improve services to  
customers with a disability



## Services for customers w/a disability

**Situation:** Customers w/ a disability expect and need welcomed, helpful and easily accessible services at WorkSource Spokane

**Analysis:** Disability services at WorkSource must be marketed as user friendly, visible, helpful and easily accessible for disabled customers.

**Strategic Goal:** “Customer friendly services” for customers w/a disability leading to positive employment and/or training outcomes, and overall community awareness.

	Served	Placement Goal	Placed on Jobs	Employer Connections	School Visits	Staff Training	CBO Visits
Jul	100		16				
Aug	88		17				
Sep	94		19				
Oct	117		14				
Nov	107		19				
Dec	92		14				
Jan	122		15				
Feb	138		11	3	1	3	2
Mar	112		26	15	2	1	2
Apr	115		23	0	1	1	2
May	110	18	12	10	4	3	8
Jun	110	18	11	4	1	0	11
<b>Total</b>	<b>1305</b>	<b>36</b>	<b>197</b>	<b>32</b>	<b>9</b>	<b>8</b>	<b>25</b>

### WorkSource Spokane disability data: June'08

#### Top 10 Services received by customers with a disability:

1. Staff Assisted Job Match - 112
2. Job Search & Placement Assistance - 83
3. Job Referral – 73
4. Labor Market Information - 60
5. Unemployment Assistance - 58
6. Initial Assessment - 49
7. Employment Referral - 49
8. Job Search Planning - 48
9. Job Search Review program services – 26
10. Module 1 – Orientation to WorkSource Svcs - 24

#### Action Plan:

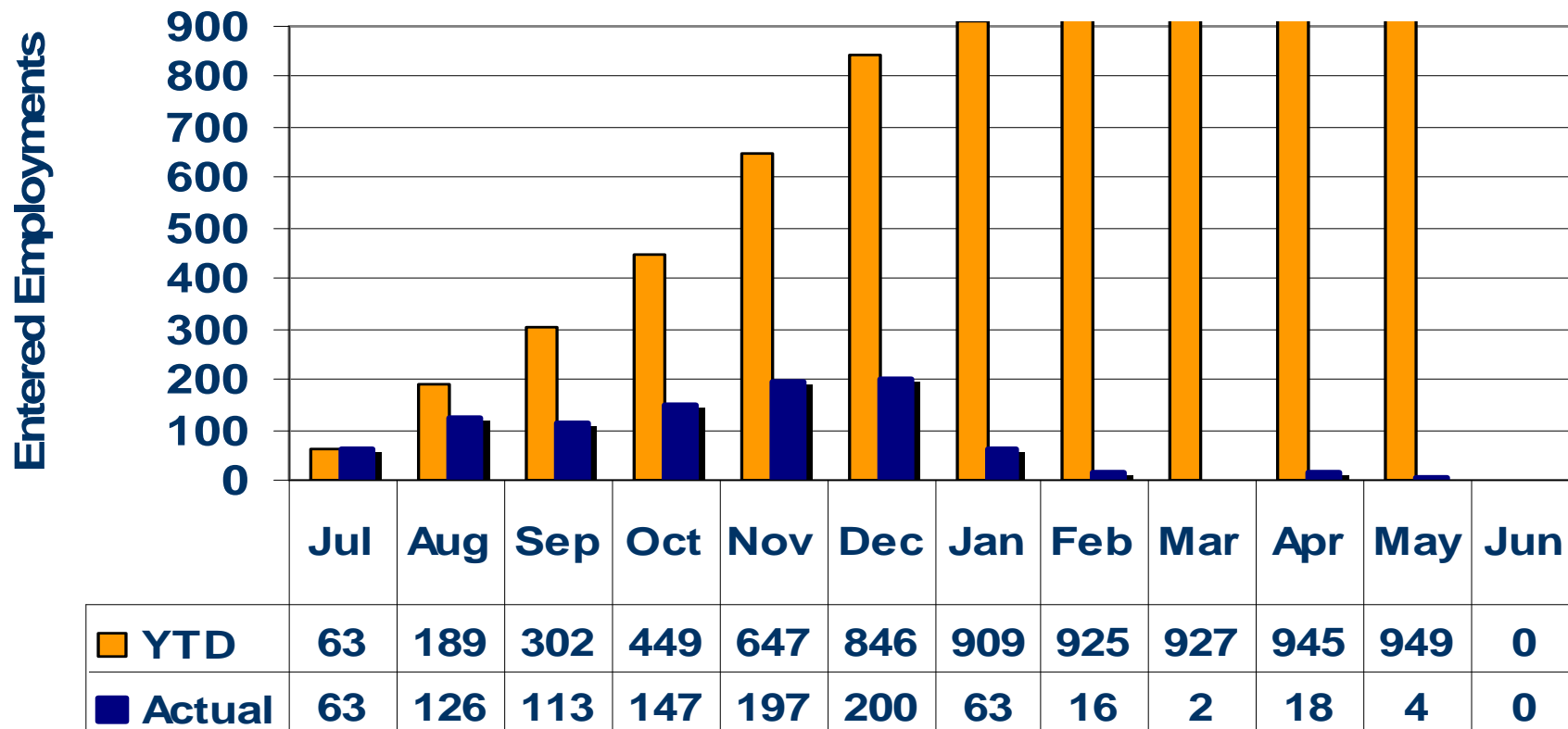
- Disability Navigator staff and DAT analyze initial service delivery path to customers w/a disability
- Implement customer survey
- Initiate necessary changes
- Conduct additional customer survey with same customers
- Monitor Entered Employment and Enrolled In Training Reports
- Market WorkSource Disability Services to CBOs, Schools and Employers serving customers with a disability
- Perform retention follow up

## Employment Services

### Job Match Initiative (JMI) PY07

Target = 200 Entered Employments

YTD Entered Employments = 949 or 475% of Target

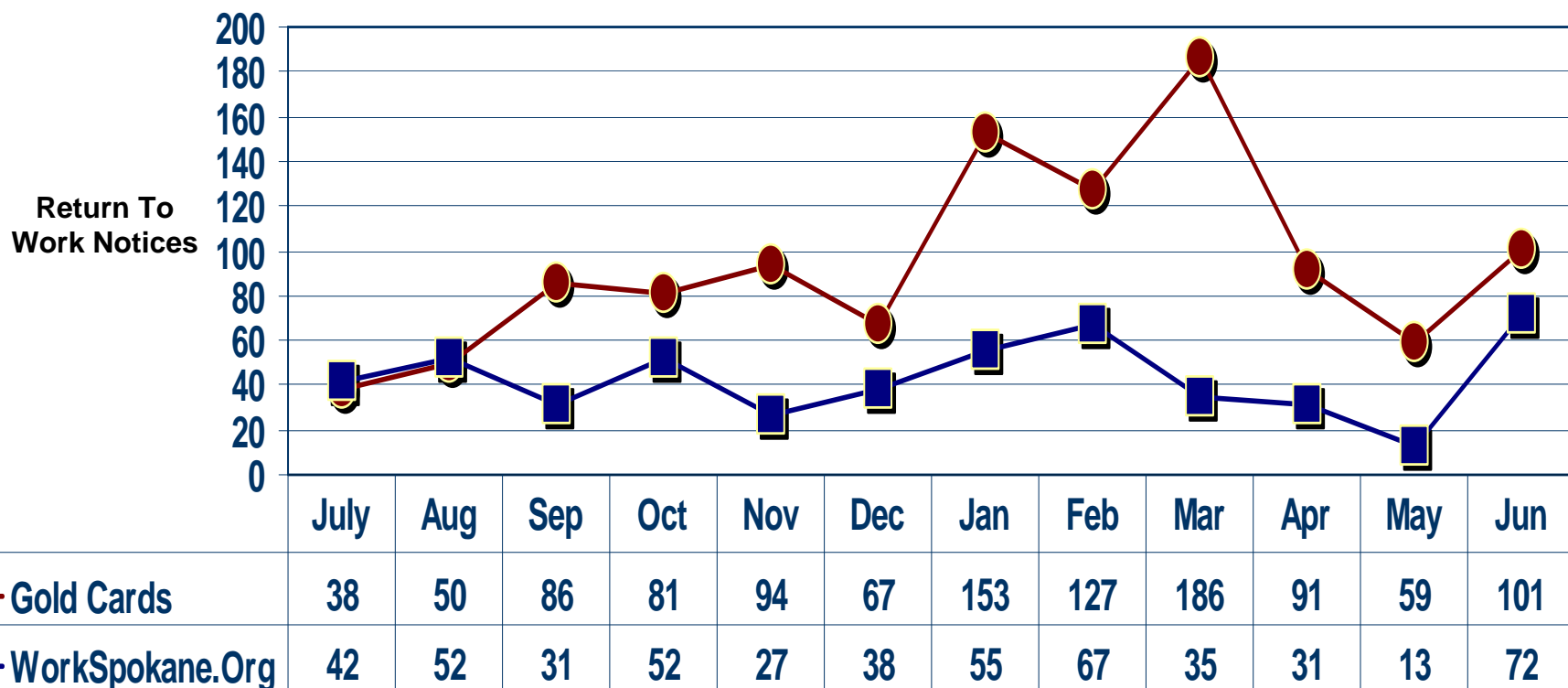


## Employment Services

### Return to work notices received from customers.

Notices received via Gold Cards YTD: 1,133

Notices received via WorkSpokane.Org YTD: 515



# **Thank You!**

**See you at the next GMAP ~**

**August 22, 2008**