

# Spokane Workforce Development Area Local GMAP

NOVEMBER  
Presented December 19, 2008












**Employment  
Security  
Department**

WASHINGTON STATE

## FOLLOW-UP ASSIGNMENTS

<b>FROM</b>	<b>TO</b>	<b>ASSIGNMENT / STATUS</b>
Cami	Mollie	Determine how the results of the Industry Cluster Initiative surveys will be disseminated to line staff. Report will be created and distributed to all Center staff. <b>Status Due 12/1/08</b>
Frankie	Mollie	Will the Business Solutions presentation be updated to incorporate the healthcare and other clusters as they are surveyed? <b>Status Update</b>
Peg	Carri	Define quality for the major projects legend at Partner Leadership Team Meeting. <b>Status Update</b>







## MAJOR PROJECTS LEGEND

PROJECT INDICATOR	SYMBOL	DEFINITION
<b>Scope</b>		Within scope
		Minor scope deviation
		Major scope deviation
<b>Schedule</b>		Within schedule
		Minor schedule deviation
		Major schedule deviation
<b>Quality</b>		Project's quality maintained
		Project's quality diminished
		Project's quality compromised
<b>Risk</b>	Low	No anticipated change to quality / schedule
	Medium	Potential change to quality / schedule
	High	Likely change to quality / schedule







**PED = Project End Date**

**◆ = Decision point or one-time event**

## MAJOR PROJECTS

Project	Dashboard	Comments	Jul-Sep Milestones	Oct-Dec Milestones
<p>Up Front:</p> <p>PED: 1/1/09</p> <p>Janet</p>	<p>Scope: </p> <p>Schedule: </p> <p>Quality: </p> <p>Risk: Medium</p>	<ul style="list-style-type: none"> <li>Hiring freeze delayed recruitment project</li> </ul>	<ul style="list-style-type: none"> <li>Authorization given to recruit for 2 FTEs</li> </ul>	<ul style="list-style-type: none"> <li>Cheryl Rodolph and Kellina Lopez DeVictoria on board in Nov.</li> <li>SKIES training 18<sup>th</sup> – 21<sup>st</sup></li> <li>Oversight committee looking re-design of front desk</li> </ul>
<p>KeyTrain Pilot project</p> <p>PED: 6/30/09</p> <p>Carri</p>	<p>Scope: </p> <p>Schedule: </p> <p>Quality: </p> <p>Risk: Medium</p>	<ul style="list-style-type: none"> <li>3 locations selected statewide</li> <li>Bandwidth issues have changed implementation date</li> </ul>	<ul style="list-style-type: none"> <li>Implementation Committee formed</li> </ul> <p><b>Complete</b></p>	<ul style="list-style-type: none"> <li>Hands on training to occur Dec. 12/22 and 12/29</li> <li>Software installed on selected computers</li> </ul>

## MAJOR PROJECTS

Project	Dashboard	Comments	Jul-Sep Milestones	Oct-Dec Milestones
Bandwidth Increase  PED: After 1/09  Frankie	Scope:  Schedule:  Quality:  Risk: Medium	<ul style="list-style-type: none"> <li>• Usage studies conducted</li> <li>• Scheduled for upgrade, implementation TBD</li> </ul>	<ul style="list-style-type: none"> <li>• Studies conducted on use of bandwidth</li> <li>• WorkSource Spokane at high usage</li> </ul>	<ul style="list-style-type: none"> <li>• Conversations to occur with ITSD</li> <li>• No schedule set for installation</li> </ul>
WorkSpokane.org revamp project  PED: 7/1/09  Carri	Scope:  Schedule:  Quality:  Risk: Low	<ul style="list-style-type: none"> <li>• Complete layout change</li> <li>• Site layout by Joe Racek for ADA requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Committee formed (Bill Sieveke, Mary Spalding and Carri Callahan)</li> <li>• Proposal to Operations Committee</li> <li>• Layout complete</li> <li>• Text writing to begin</li> </ul>	<ul style="list-style-type: none"> <li>• Demo site uploaded for site testers to review</li> <li>• Invitation to all staff to comment</li> <li>• Completion of home page, job seeker and employer page text</li> </ul>

# **Division of Vocational Rehabilitation (DVR)**

## DVR at WorkSource Spokane

October 2008 – September 2009

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	YTD Total	YTD Goal
Referrals to DVR	9	1											10	N/A
DVR Intakes	11	14											25	TBD
Individual Employment Plans (IEPS)	1	5											6	68
Successful Rehabs	1	1											2	32
Currently Employed	13	12											25	N/A

### **Analysis:**

- No baseline comparison for referrals to DVR
- Referral process established in Center in October
- Currently employed are customers employed, but have not completed 90 days of retention. Once completed Successful Rehabs will increase.

### **Strategies:**

- WS staff to train DVR staff on programs within Center that could assist DVR customers
- Convert intakes to IEPs and increase referrals to DVR which will help meet IEP goal

# VETERANS SERVICES

## Veterans Services

### Veterans Case Management ~ 2008/2009

Veterans Case Management ~ 2008/2009												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
<b>Total Participants</b>												
VR&E Program	18	17	17	18								
RealLifelines Program	4	4	4	2								
VIP Program	7	10	11	12								
DVOP Program (Intensive)	24	36	35	45								
<b>Total Participants</b>	<b>53</b>	<b>67</b>	<b>67</b>	<b>77</b>								
<b>New Cases</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>
VR&E Program	0	1	2	3								
RealLifelines Program	0	0	0	0								
VIP Program	3	9	6	2								
DVOP Program (Intensive)	1	14	9	4								
<b>Total New Cases</b>	<b>4</b>	<b>24</b>	<b>17</b>	<b>9</b>								
<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>
VR&E Program	1	1	2	6								
RealLifelines Program	1	0	0	12								
VIP Program	4	0	5	9								
DVOP Program (Intensive)	5	0	5	5								
<b>Total Exits</b>	<b>11</b>	<b>1</b>	<b>12</b>	<b>22</b>								

# **BUSINESS SOLUTIONS**

**Analysis**

- Developing process through data obtained from employers contacted in Cluster Initiative's to match job seeker inventory for job development and increased WA job orders.
- Reviewed criteria for matching job seekers to current WA job orders utilizing "Search for Applicant" process in SKIES.

**Next Steps**

- Weekly review of labor market information in partnership with Doug Tweedy to identify employers with an increase in job opportunities for job development and cold calls.
- Working with Power User to develop key Business/Employer services in SKIES to reflect outcomes relevant to an increase in the number of WA job orders.
- Developing process to identify O'NET codes by Industry Cluster for job match/job referral and for a similar system in job orders.

**Top 10 seeker's desired employment to job order inventory:**

ONET Title	# of Seekers*	WA Job Orders
Customer Service Representatives	366	0
Production Laborers	310	0
Cashiers	239	0
Office Clerks, General	230	0
Retail Salespersons	198	0
Construction Laborers	197	4
Stock Clerks- Stockroom, Warehouse, or Storage Yard	194	0
Office and Administrative Support Workers, All Other	167	0
Managers, All Other	159	0
Sales Representatives, Services, All Other	151	1

\* number of active job seekers that have received a service in the last 90 days

# **EMPLOYMENT SERVICES**

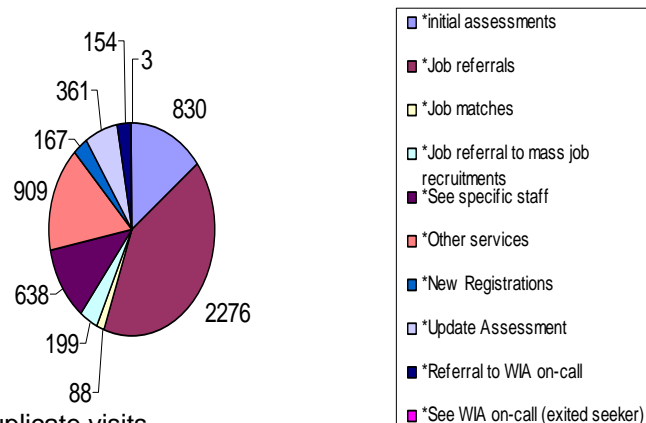
# Employment Services Activity Analysis

**Situation:** Need to evaluate customer wait times

**Analysis:** Customer wait times appear to be excessive (beyond 15 minutes)

**Strategic Goal:** Provide efficient and timely employment services to job seekers within 15 minutes

Services Requested through Request for Services PY08



\*totals include duplicate visits

Seekers wait by time	Jul	Aug	Sep	Oct	Nov
0-15 minutes	864	766	614	741	644
16-30 minutes	404	265	219	237	191
31-45 minutes	78	50	48	80	51
46-60 minutes	10	9	6	16	14
61 or more minutes	0	0	0	0	0

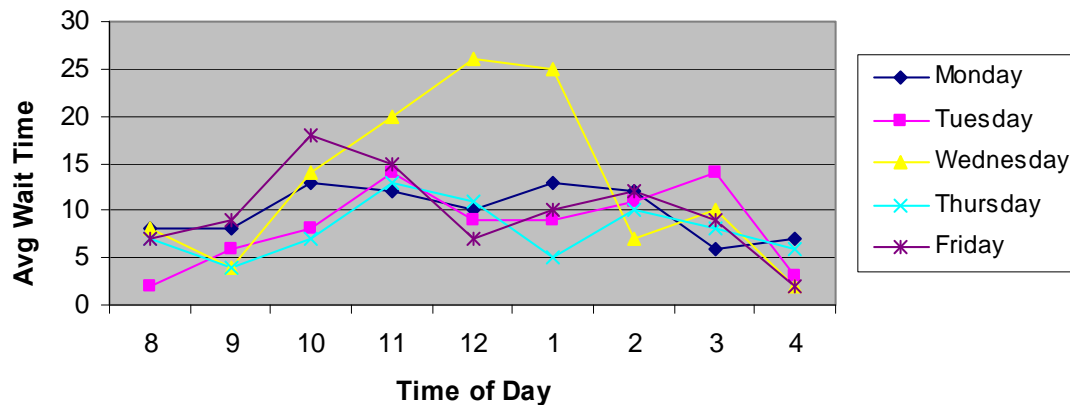
Average wait time per visit for November - 11 minutes

**Action Plan:**

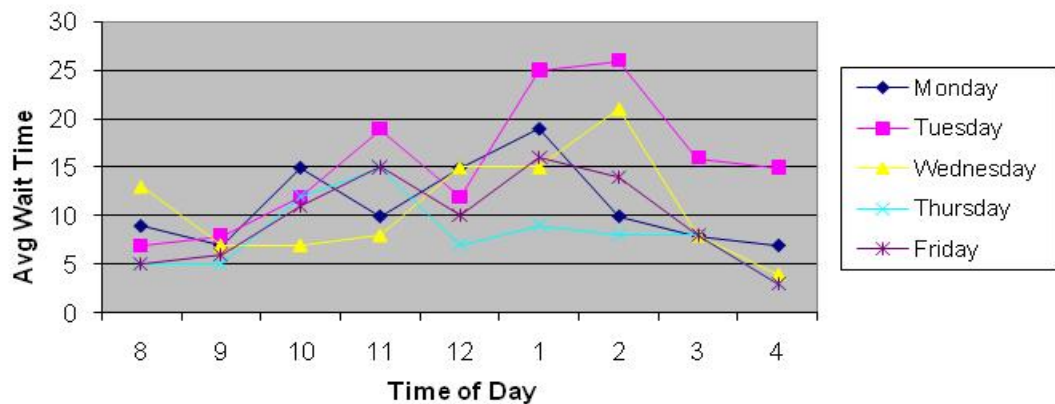
- Establish baseline of expected wait time and services provided to create goals
- Monitor wait times; use information for staffing Employment Services appropriately to meet the needs of the job seekers, while coordinating lunches, workshops, etc.
- Assign backup staff in Employment Services for peak customer periods (including lunch).

## Employment Services Wait Time Analysis

### November 2008 Average Wait Times



### October 2008 Average Wait Times



### Analysis:

- Seeker wait times exceed the 15 minute goal, which led to looking at day/hour wait times
- Weekly wait times peak between 11am and 12pm and again between 1pm and 2pm

### Action Plan:

- Determine if seeker activities offered in the Center drive the increased waits
- Adjust staff availability to match increases in customer activity
- Re-evaluate staff lunch schedule and backup availability to decrease wait times

# **Workforce Investment Act (WIA)**

## WIA Adult & Dislocated Worker Programs PY08

**Situation:** Adult and Dislocated Worker Programs are ahead of registration and exit targets five months into the program year. Slightly behind on expenditures in both programs.

### **Analysis:**

- Adult program is averaging 23 registrations per month and 22 exits per month.
- DW program is averaging 27 registrations per month and 27 exits per month.
- Actual wages at exit both programs above planned.
- Behind on OJT goals.
- Expenditures under spent OJT line item.
- Some Employers holding off on hiring until first of year.

### **Action Plan:**

- Review WIA case loads for OJT ready customers.
- Review BST/OJT current resumes for individual targeted job development.
- Contact employers who indicated they would be hiring in January.

**Persons Responsible:** Cami Hanson, Judy Cash

# WIA Adult Program PY08

## Contracted Performance Measures - Cumulative 7/1/08 - 6/30/09

(Carry-In: )	205											
Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Served - Planned	224	244	264	284	304	319	334	349	364	379	394	410
Total Served - Actual	230	251	273	305	321							
	103%	103%	103%	107%	106%	0%	0%	0%	0%	0%	0%	0%
175% of LLSIL (40% Max)			9	9	9							
% of Total Served	0%	0%	3%	3%	3%	0%	0%	0%	0%	0%	0%	0%
New Registrants Planned	20	40	60	80	100	115	130	145	160	175	190	206
New Registrants Actual	25	46	68	100	116							
% of plan	125%	115%	113%	125%	116%	0%	0%	0%	0%	0%	0%	0%
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Exits Planned	17	34	51	68	85	102	119	136	153	170	187	245
Total Exits Actual	38	60	77	96	110							
% of plan	224%	176%	151%	141%	129%	0%	0%	0%	0%	0%	0%	0%
Placement Planned	15	30	45	60	75	90	105	120	135	150	165	221
Placement Actual	38	60	76	94	108							
% of plan	253%	200%	169%	157%	144%	0%	0%	0%	0%	0%	0%	0%
Other Exits Actual	0	0	0	0	0							
Neutral Exits	0	0	1	2	2							
Wage at Placement	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75	\$11.75
Actual	\$13.76	\$13.07	\$12.96	\$12.85	\$12.88							
% of plan	117%	111%	110%	109%	110%	0%	0%	0%	0%	0%	0%	0%
Expenditures	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$68,742	\$137,484	\$206,226	\$274,968	\$343,710	\$412,452	\$481,194	\$549,936	\$628,678	\$687,420	\$756,162	\$874,402
Actual	\$78,111	\$153,086	\$175,281	\$255,436	\$306,586							
% of plan	114%	111%	85%	93%	89%	0%	0%	0%	0%	0%	0%	0%

# WIA Dislocated Worker Program PY08

## Contracted Performance Measures - Cumulative 7/1/08 - 6/30/09

Yellow is mod (Carry-In: )	264											
Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Served - Planned	279	299	319	339	359	371	383	395	407	419	431	440
Total Served - Actual	298	315	334	373	398							
	107%	105%	105%	110%	111%	0%	0%	0%	0%	0%	0%	0%
New Registrants Planned	20	40	60	80	100	112	124	136	148	160	172	181
	34	51	70	109	134							
% of plan	170%	128%	117%	136%	134%	0%	0%	0%	0%	0%	0%	0%
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Total Exits Planned	20	40	60	80	110	130	150	170	190	220	240	262
Total Exits Actual	46	79	108	125	136							
% of plan	230%	198%	180%	156%	124%	0%	0%	0%	0%	0%	0%	0%
Placement Planned	18	36	54	72	100	118	136	154	172	200	218	236
Placement Actual	46	79	108	125	133							
% of plan	256%	219%	200%	174%	133%	0%	0%	0%	0%	0%	0%	0%
Other Exits Actual	0	0	0	0	0	0						
Neutral Exits	0	0	0	0	3	0						
Wage at Placement	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75	\$14.75
Actual	\$17.46	\$16.74	\$16.33	\$16.38	\$16.38							
% of plan	118%	113%	111%	111%	111%	0%	0%	0%	0%	0%	0%	0%
Expenditures	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Planned	\$80,368	\$160,736	\$241,104	\$321,472	\$401,840	\$482,208	\$562,576	\$642,944	\$723,312	\$803,680	\$884,048	\$1,023,920
Actual	\$70,155	\$165,135	\$216,846	\$294,412	\$359,739							
% of plan	87%	103%	90%	92%	90%	0%	0%	0%	0%	0%	0%	0%

## WIA Adult/Dislocated Worker OJT/WEX PY08

WIA Adult	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
OJT-Planned	28	35	42	49	56	63	70	77	84
OJT-Actual	27	28							
% of Plan	96%	80%	0%	0%	0%	0%	0%	0%	0%
OJT-Avg wage-Planned	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
OJT-Avg wage-Actual		\$11.59							
% of Plan	0%	97%	0%	0%	0%	0%	0%	0%	0%
*WEX-Planned	8	10	12	14	17	20	23	24	24
*WEX-Actual	9	12							
% of Plan	113%	120%	0%	0%	0%	0%	0%	0%	0%
WIA Dislocated Worker	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
OJT-Planned	40	50	60	70	80	90	100	120	120
OJT-Actual	17	21							
% of Plan	43%	42%	0%	0%	0%	0%	0%	0%	0%
OJT-Avg wage-Planned	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$115.00	\$15.00	\$15.00	\$15.00
OJT-Avg wage-Actual		\$13.55							
% of Plan	0%	90%	0%	0%	0%	0%	0%	0%	0%
*WEX-Planned	2	4	4	5	6	8	8	8	8
*WEX-Actual	1	2							
% of Plan	50%	50%	0%	0%	0%	0%	0%	0%	0%

\*WEX wage is \$8.07

Service Providers: Career Path Services and Employment Security

## Next Generation Zone Workforce Investment Act - Youth Program

### **Situation:**

- Slightly behind in exits

### **Analysis:**

- 15% behind target exit numbers
- There will be increased number of “employment placement exits” in second quarter and there will be increased number of “other positive exits” with diploma or equivalent attainment in fourth quarter

### **Plan of Action:**

- Review WSS exit numbers and talk with staff individually that have low numbers
- Strategize with WSS on how to stay on track to meet targets
- Discuss that it is hard to get caught up with exits if they wait too long
- Identify OSY who may have completed program and are ready to exit
- Only exit when it makes sense for the participant – not just to meet target

**Persons Responsible:** Cami Hanson, Heidi Peterson

# Next Generation Zone

## Workforce Investment Act - Youth Program PY08

### Contracted Performance Measures - Cumulative 7/1/08 - 6/30/09

(Carry-In: )	248												
Total Participants	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Total Served - Planned	263	283	303	323	343	358	373	388	403	418	433	450	
Total Served - Actual	264	277	291	328	344								
	100%	98%	96%	102%	100%	0%	0%	0%	0%	0%	0%	0%	
Not Low Income (5% Max)	9	9	9	9	9								
% of Total Served	3%	3%	3%	3%	3%	0%	0%	0%	0%	0%	0%	0%	
New Registrants Planned	20	40	60	80	100	115	130	145	160	175	190	207	
New Registrants Actual	16	29	43	80	96						318		
% of plan	80%	73%	72%	100%	96%	0%	0%	0%	0%	0%	0%	0%	
Exits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Total Exits Planned	22	44	66	88	110	130	155	180	205	225	250	270	
Total Exits (Actuals - Neutrals)	22	33	53	75	93						180	309	
% of plan	100%	75%	80%	85%	85%	0%	0%	0%	0%	0%	72%	114%	
Employment Placement Planned	12	24	36	48	60	70	85	100	110	115	125	130	
Employment Placement Actual	18	27	36	51	65								
% of plan	150%	113%	100%	106%	108%	0%	0%	0%	0%	0%	0%	0%	
% of Total Exits Employed	82%	82%	68%	68%	70%	0%	0%	0%	0%	0%	0%	0%	
Other Positive Exits Planned	10	20	30	40	50	60	70	80	95	110	125	140	
Other Positive Exits Actual	4	6	16	22	24								
% of plan	40%	30%	53%	55%	48%	0%	0%	0%	0%	0%	0%	0%	
Non-Positive Exits Planned	0	0	3	3	3	12	54	54	54	54	54	54	
Non-Positive Exits Actual	0	0	1	2	4								
Neutral Exits	0	0	0	0	0								
Wage at Placement	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Young Youth-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	\$9.95	\$9.58	\$9.37	\$9.25	\$9.17								
% of plan	111%	106%	104%	103%	102%	0%	0%	0%	0%	0%	0%	0%	
Older Youth-Planned	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	\$9.60	
Actual	\$9.37	\$12.01	\$12.50	\$11.86	\$11.60								
% of plan	98%	125%	130%	124%	121%	0%	0%	0%	0%	0%	0%	0%	
Expenditures	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Planned	\$72,397	\$185,042	\$277,562	\$370,083	\$462,604	\$555,125	\$647,645	\$740,166	\$832,957	\$925,208	\$1,017,728	\$1,157,777	
Actual	\$95,260	\$189,757	\$287,601	\$396,085									
% of plan	132%	103%	104%	107%	0%	0%	0%	0%	0%	0%	0%	0%	

	Targets	Actual	Over/Under
In-School Youth	40%	33%	-7%
Out-of-School Youth	60%	67%	7%
Younger Youth (14-18)	70%	61%	-9%
Older Youth(19-21)	30%	39%	9%
Not-Low Income - Max of	4%	3.00%	-1%

Service Providers: Career Path Services, Educational Service District 101, Goodwill Industries of the Inland NW

## Next Generation Zone WIA Youth OJT/WEX PY08

WIA Youth	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
OJT-Planned	3	4	5	7	9	11	12	12	12
OJT-Actual	2	2							
% of Plan	67%	50%	0%	0%	0%	0%	0%	0%	0%
OJT-Avg wage-Planned	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
OJT-Avg wage-Actual		\$10.88							
% of Plan	0%	109%	0%	0%	0%	0%	0%	0%	0%
*WEX-Planned	60	65	70	75	80	85	90	95	100
*WEX-Actual	56	68							
% of Plan	93%	105%	0%	0%	0%	0%	0%	0%	0%

\*WEX wage is \$8.07

# **Trade Act Assistance (TAA)**

## Trade Act Assistance

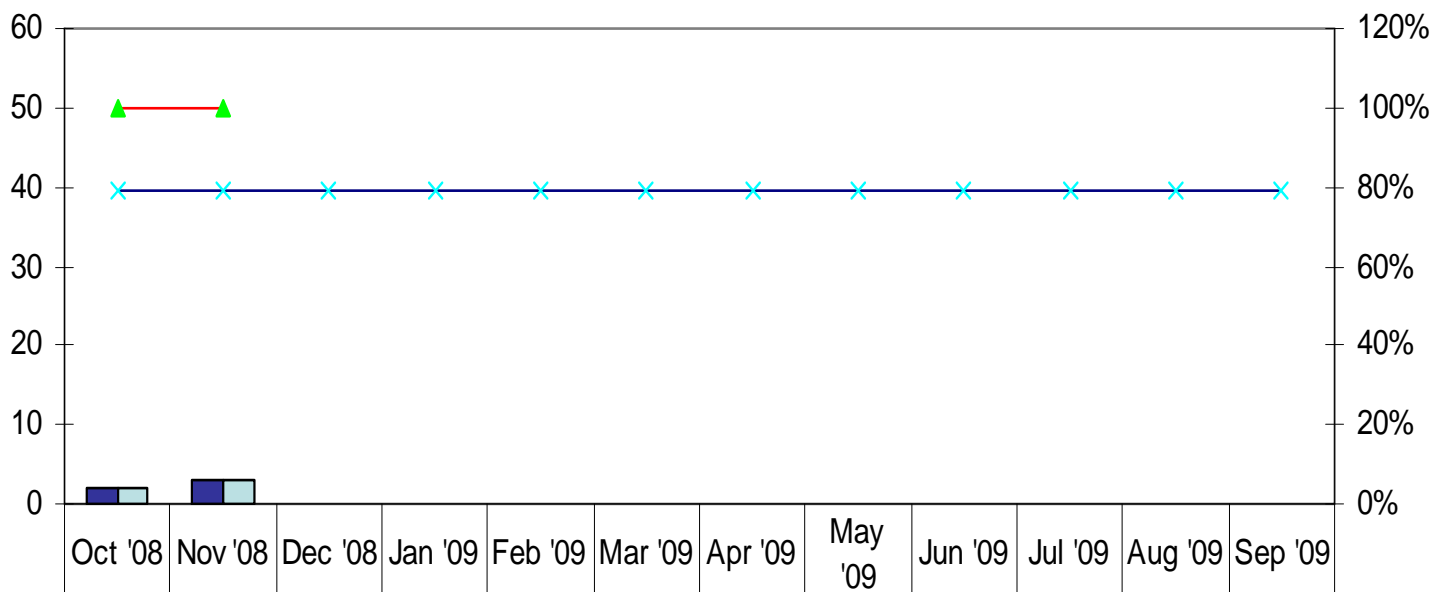
## TAA Fiscal 08 Wage Performance

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

	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	Mar '09	Apr '09	May '09	Jun '09	Jul '09	Aug '09	Sep '09
<b>Total served</b>	78	104										
<b>Employed at exit</b>	2	3										
<b>Current on Board</b>	76	101										
<b>Pre-wage average</b>	\$19.64	\$16.30										
<b>Post-wage average</b>	\$23.98	\$27.65										
<b>Wage recovery goal</b>	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%	86%
<b>Actual recovery %</b>	122%	169%										
<b>Established Training Account</b>												
<b>Established Training Account</b>	48	48										
<b>Attained recognized credentials</b>	1	2										
<b>Training related placements</b>	1	2										
<b>Average weeks on program</b>	94	91										
<b>Types of training</b>												
<b>Business Services</b>	0	0										
<b>Healthcare</b>	1	0										
<b>Manufacturing/Aerospace</b>	0	1										

## Trade Act Assistance

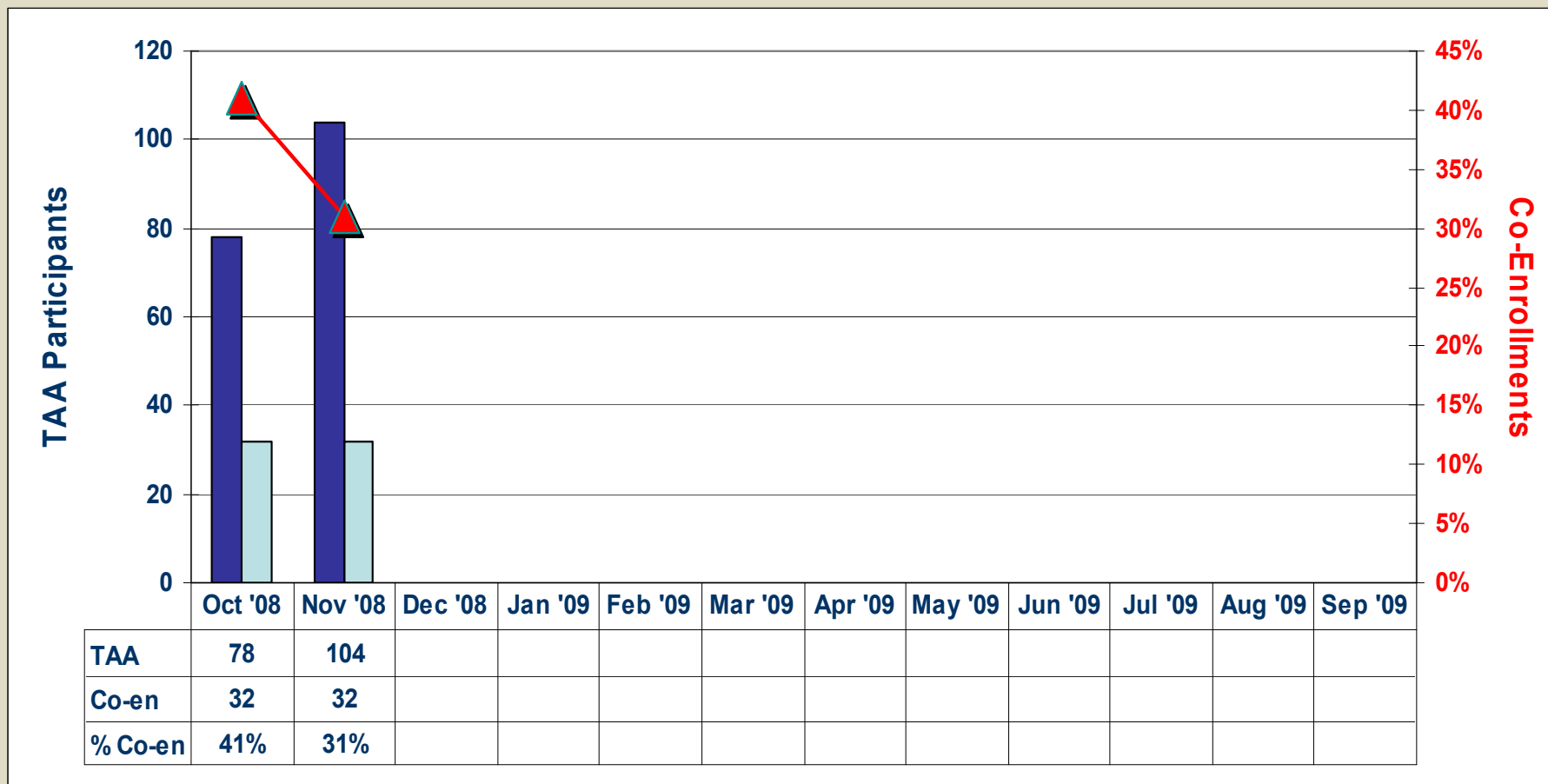
# TAA Fiscal 08 Placement Performance 10/01/08 to 09/30/09



■ Placement	2	3										
■ exits	2	3										
▲ Cumulative Percent Placed	100%	100%										
× Goal	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%	79%

## Trade Act Assistance

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

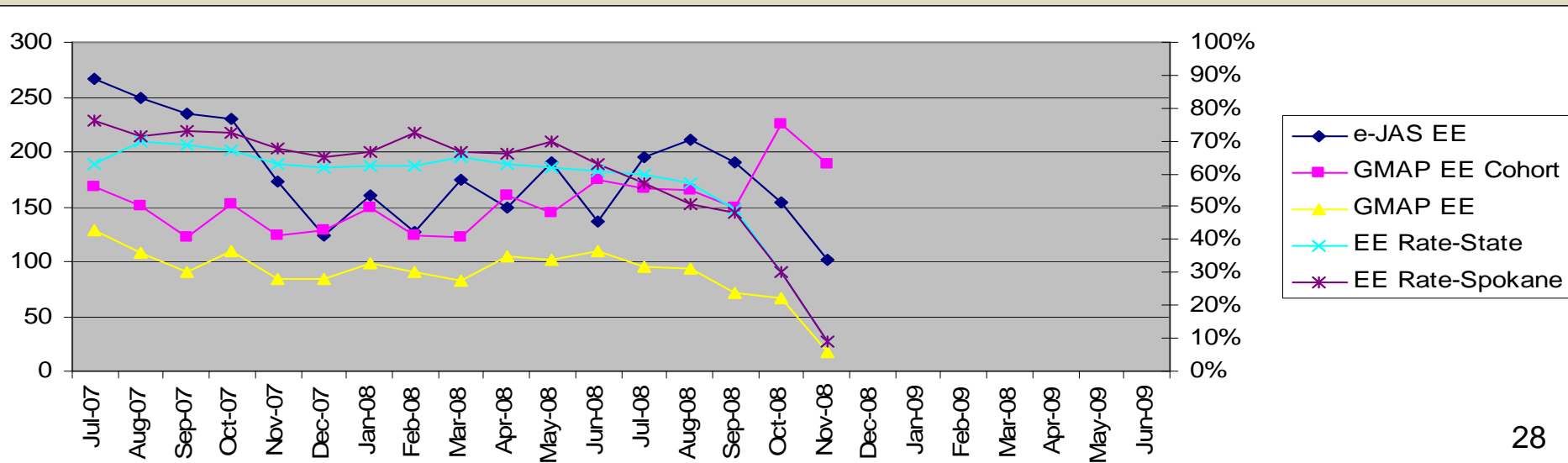


# WORKFIRST

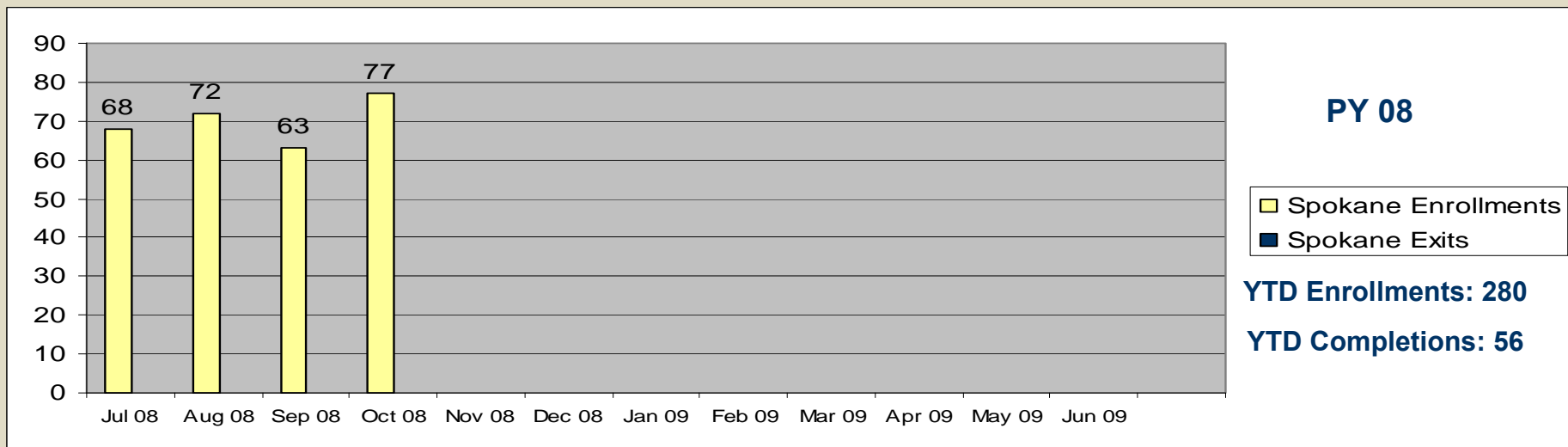
# WorkFirst Entered Employments PY 07 & 08

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>E-JAS Entered Employment</b>	PY08	196	211	190	154	101								852
	PY07	267	249	235	230	173	124	161	127	175	150	191	137	2,219
<b>GMAP EE Cohort</b>	PY08	166	165	149	225	189								894
	PY07	168	151	123	152	124	129	149	124	123	159	144	175	1,721
<b>GMAP Entered Employments</b>	PY08	95	84	72	67	17								335
	PY07	128	108	90	110	84	84	99	90	82	99	97	108	1,179
<b>EE Rate-State</b>	PY08	60%	57%	49%	30%	9%								35%
	PY07	68%	70%	69%	67%	63%	62%	63%	62%	64%	62%	60%	57%	64%
<b>EE Rate-Spokane</b>	PY08	57%	51%	48%	30%	9%								36%
	PY07	76%	72%	73%	72%	68%	65%	66%	73%	67%	62%	67%	62%	69%

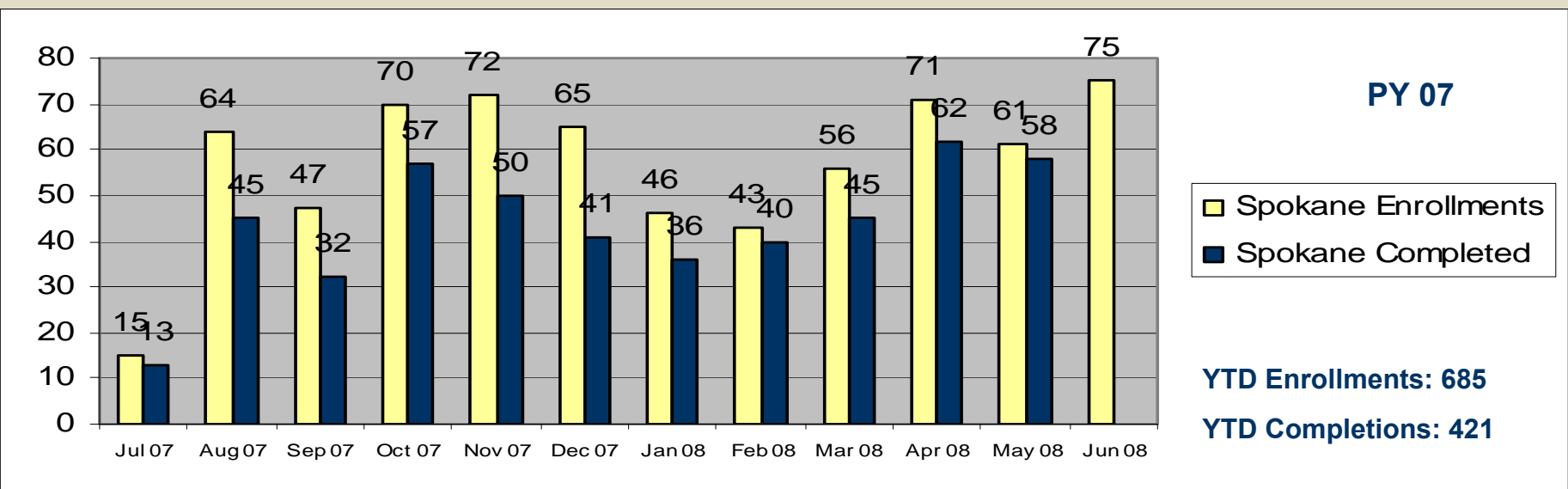
**Entered Employment Goal: 69% Average for Spokane: 73%**



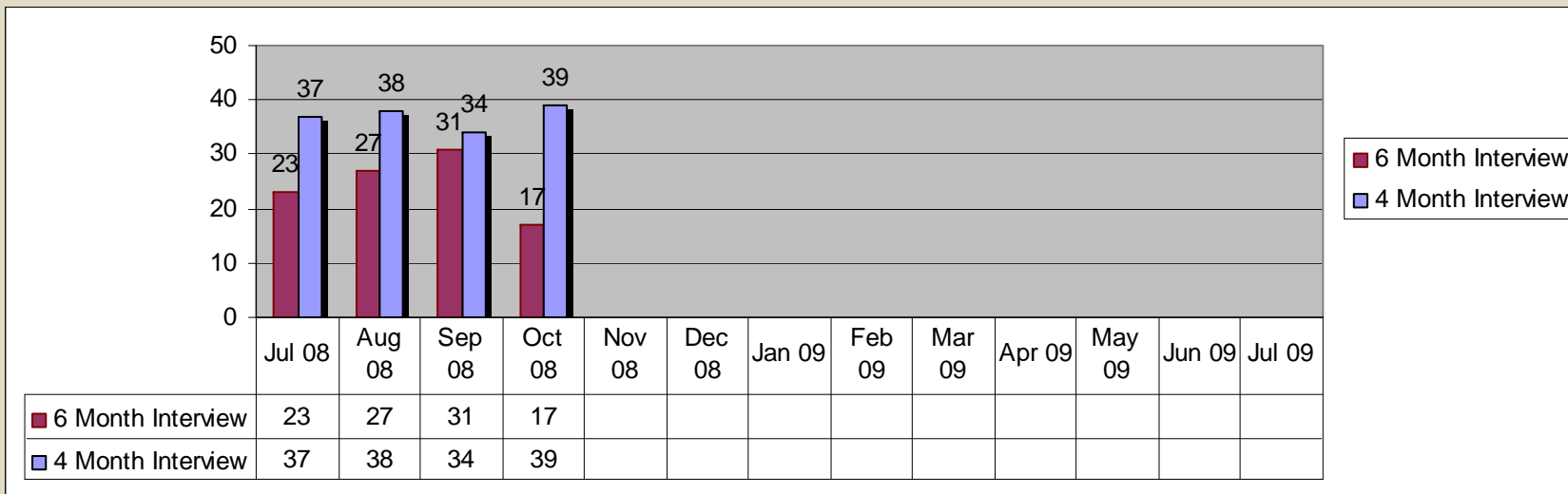
## WorkFirst Career Services Enrollments and Completions



July 2007 – May 2008 = 80% completion retention rate

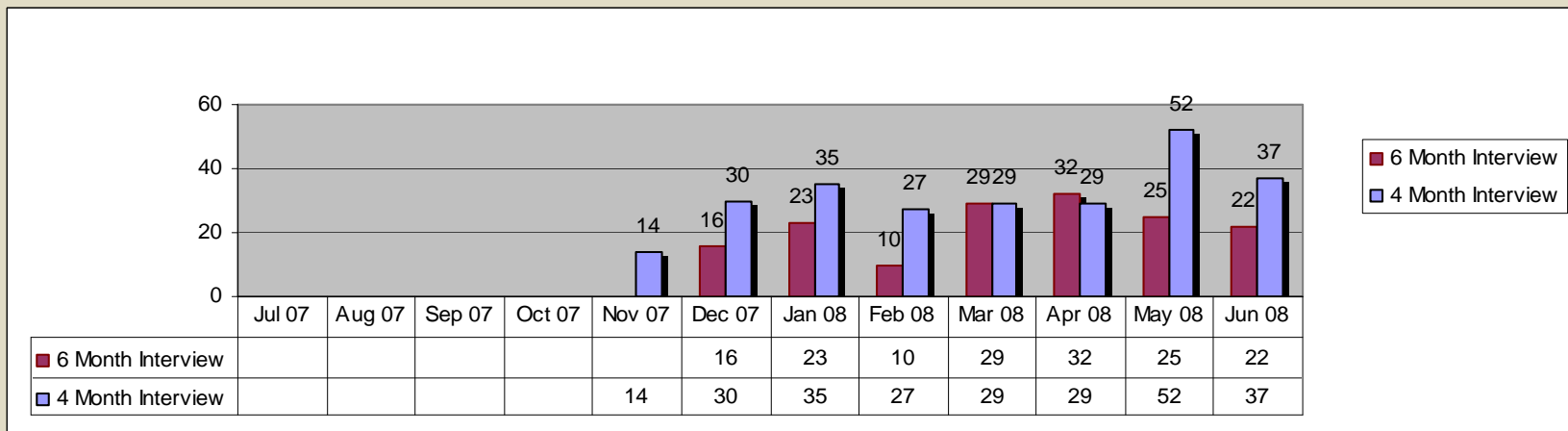


## WorkFirst Career Services 4 and 6 month reviews



YTD 6 mo reviews: 98

YTD 4 mo reviews: 148



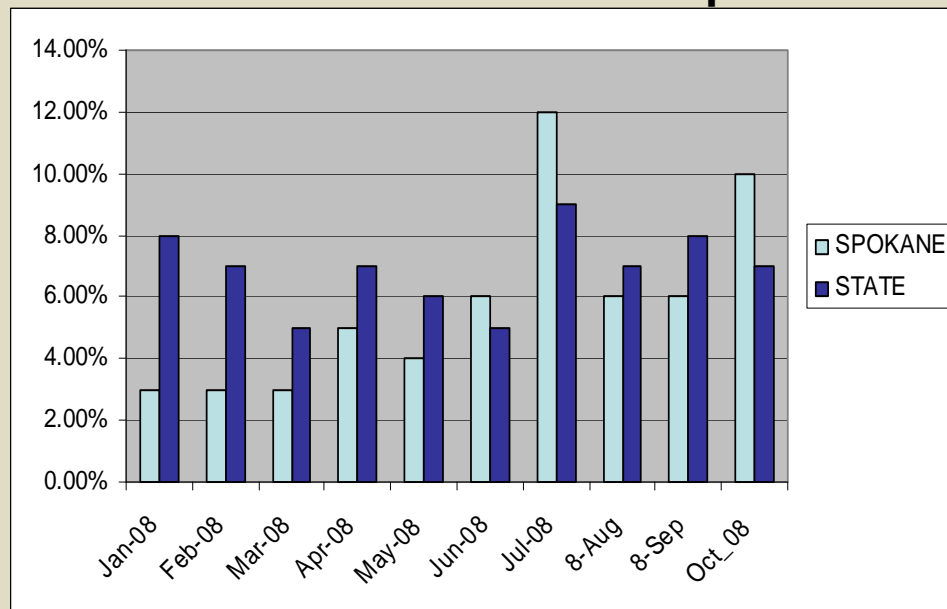
YTD 6 mo reviews: 157

YTD 4 mo reviews: 253

# WorkFirst Participation Requirements

- The Deficit Reduction Act (DRA) placed responsibility on the state TANF program to account for parent's actual participation hours
- Parents in full time Job Search are expected to participate 35 hours weekly
- WorkFirst Participation rate (WPR) is based on Federal Rules for WorkFirst which is 30 hours weekly
- DSHS Washington State rules requirement a minimum of 32 hours to meet full time participation.
- Federal percentage of participation rate is 50%. After reviewing baseline data from April 2008 WA state has set targets to increase current participation rates by 10%

### Job Search Federal Participation



### DRA baselines and targets

CSO	Apr 08 Baseline	Dec 08 Target
North	6.1%	16.1%
Southwest	6.5%	16.5%
Valley	6.0%	16.0%

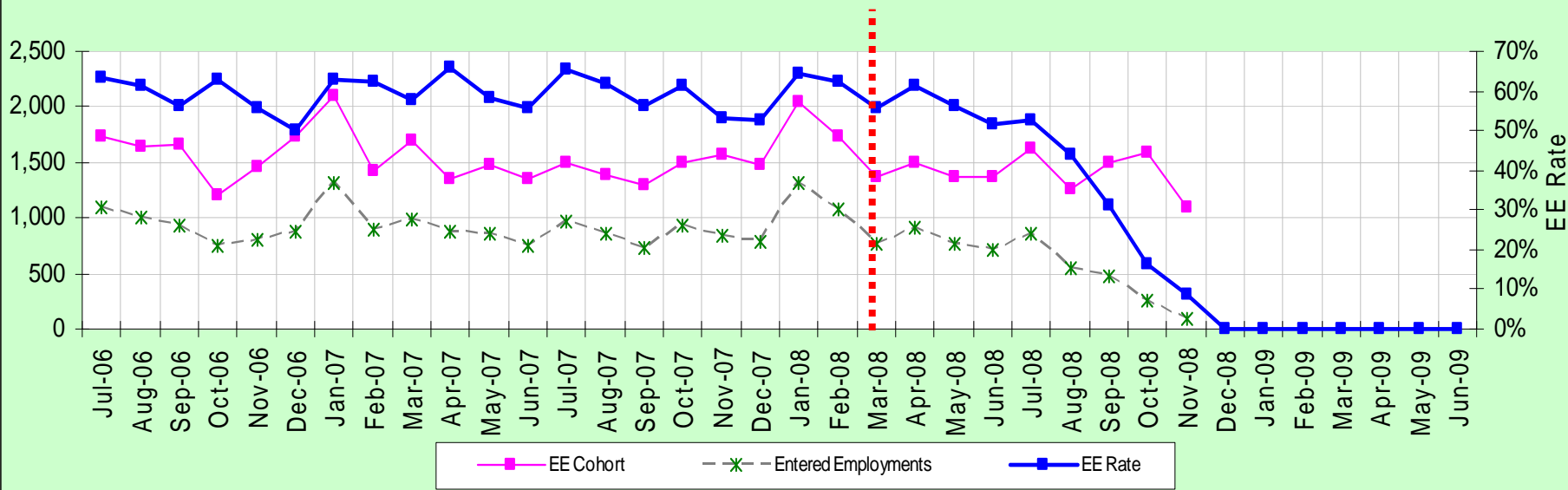
# **Performance Outcomes Spokane**

# Spokane

# All Job Seekers Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	1,633	1,262	1,502	1,580	1,091								7,068	
	PY07	1,493	1,393	1,295	1,504	1,571	1,484	2,035	1,738	1,369	1,497	1,371	1,362	18,112	
Entered Employments	PY08	862	554	467	261	97								2,241	
	PY07	976	864	730	922	836	783	1,313	1,081	763	921	771	704	10,664	
EE Rate	PY08	52.8%	43.9%	31.1%	16.5%	8.9%								31.7%	TBD
	PY07	65.4%	62.0%	56.4%	61.3%	53.2%	52.8%	64.5%	62.2%	55.7%	61.5%	56.2%	51.7%	58.9%	60.0%

All Job Seeker Outcome Measure - Entered Employments



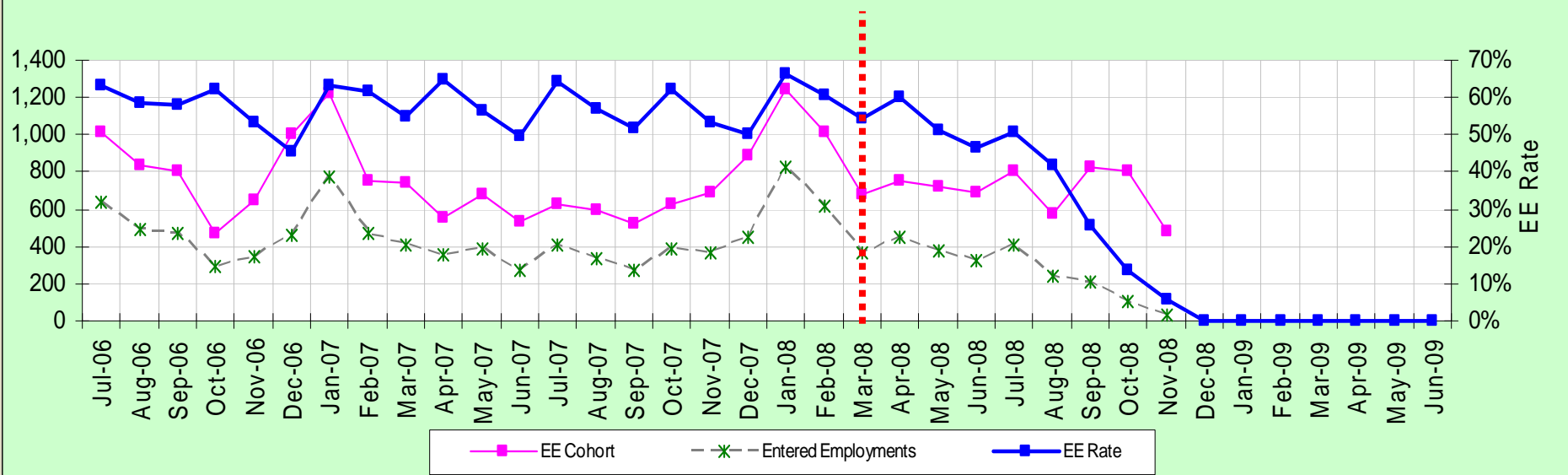
60% EE Rate for data finalized through March, 2008

# Spokane

## UI Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	809	575	826	801	484								3,495	
	PY07	630	594	522	628	693	889	1,241	1,011	675	751	726	693	9,053	
Entered Employments	PY08	410	241	210	109	27								997	
	PY07	405	337	269	390	370	447	822	613	366	451	372	321	5,163	
EE Rate	PY08	50.7%	41.9%	25.4%	13.6%	5.6%								28.5%	TBD
	PY07	64.3%	56.7%	51.5%	62.1%	53.4%	50.3%	66.2%	60.6%	54.2%	60.1%	51.2%	46.3%	57.0%	60.0%

UI Outcome Measure - Entered Employments

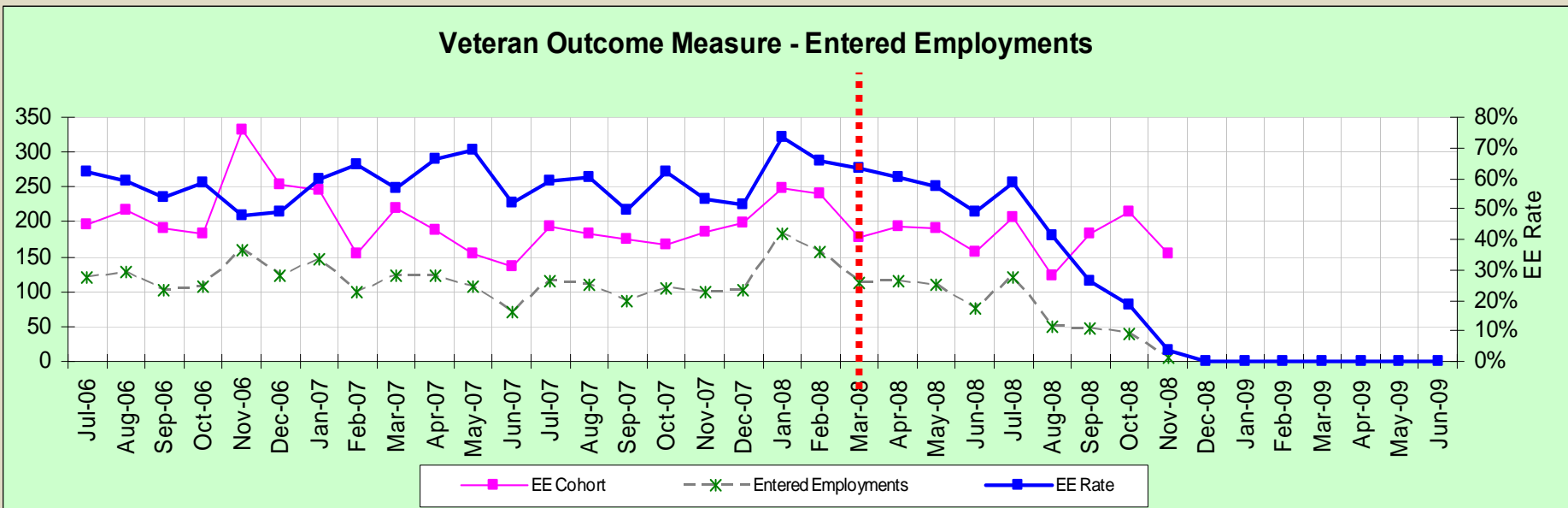


58% EE Rate for data finalized through March, 2008

# Spokane

# Veteran Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	206	122	184	214	155								881	
	PY07	192	184	174	168	185	199	248	240	178	193	191	157	2,309	
Entered Employments	PY08	120	50	48	39	6								263	
	PY07	114	111	86	104	98	102	182	158	113	116	109	77	1,370	
EE Rate	PY08	58.3%	41.0%	26.1%	18.2%									29.9%	TBD
	PY07	59.4%	60.3%	49.4%	61.9%	53.0%	51.3%	73.4%	65.8%	63.5%	60.1%	57.1%	49.0%	59.3%	60.0%

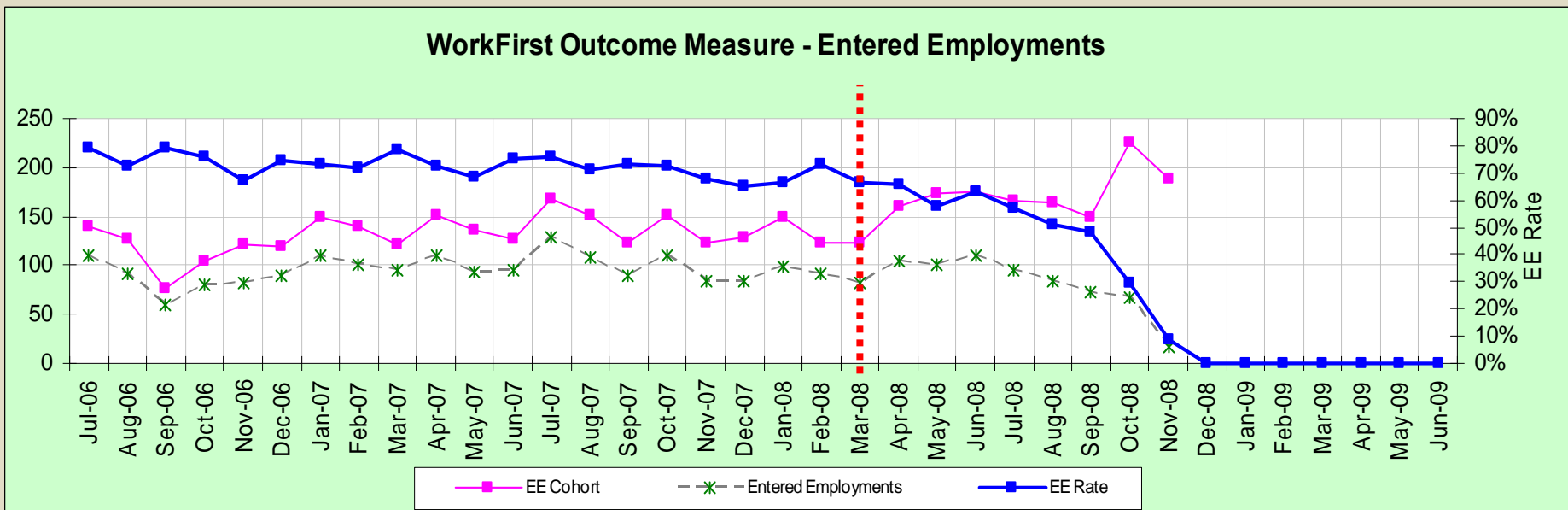


60% EE Rate for data finalized through March, 2008

# Spokane

# WorkFirst Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	166	165	149	225	189								894	
	PY07	168	151	123	152	124	129	149	124	123	160	174	175	1,752	
Entered Employments	PY08	95	84	72	67	17								335	
	PY07	128	108	90	110	84	84	99	91	82	105	101	110	1,192	
EE Rate	PY08	57.2%	50.9%	48.3%	29.8%	9.0%								37.5%	TBD
	PY07	76.2%	71.5%	73.2%	72.4%	67.7%	65.1%	66.4%	73.4%	66.7%	65.6%	58.0%	62.9%	68.0%	67.0%



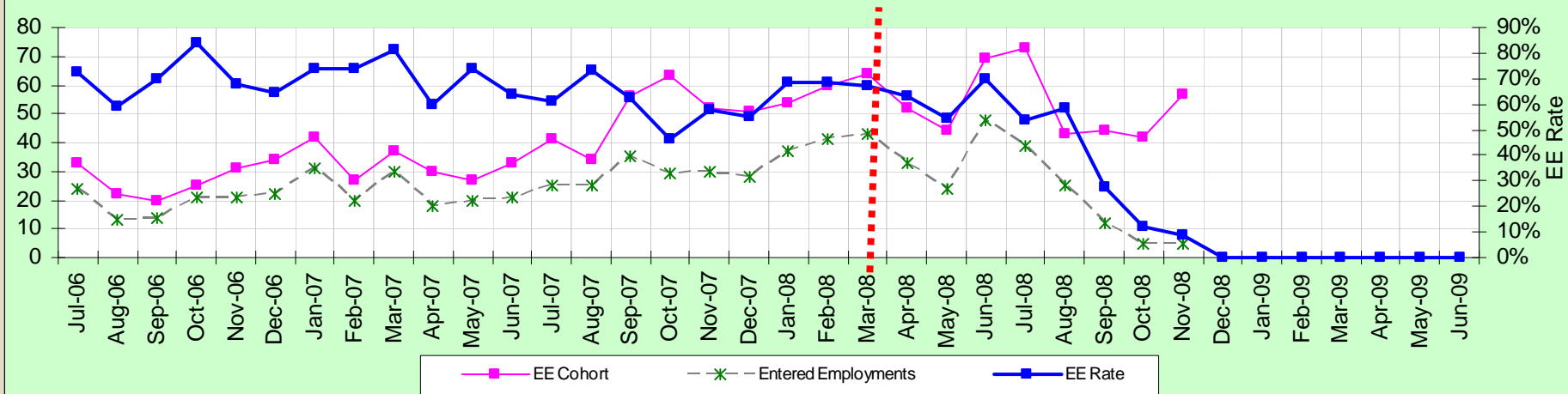
71% EE Rate for data finalized through March, 2008

# Spokane

# Offender Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	73	43	44	42	57								259	
	PY07	41	34	56	64	52	51	54	60	64	52	44	70	642	
Entered Employments	PY08	39	25	12	5	5								86	
	PY07	25	25	35	29	30	28	37	41	43	28	17	36	374	
EE Rate	PY08	53.4%	58.1%	27.3%	11.9%	8.8%								33.2%	TBD
	PY07	61.0%	73.5%	62.5%	45.3%	57.7%	54.9%	68.5%	68.3%	67.2%	53.8%	38.6%	51.4%	58.3%	60.0%

Offender Outcome Measure - Entered Employments



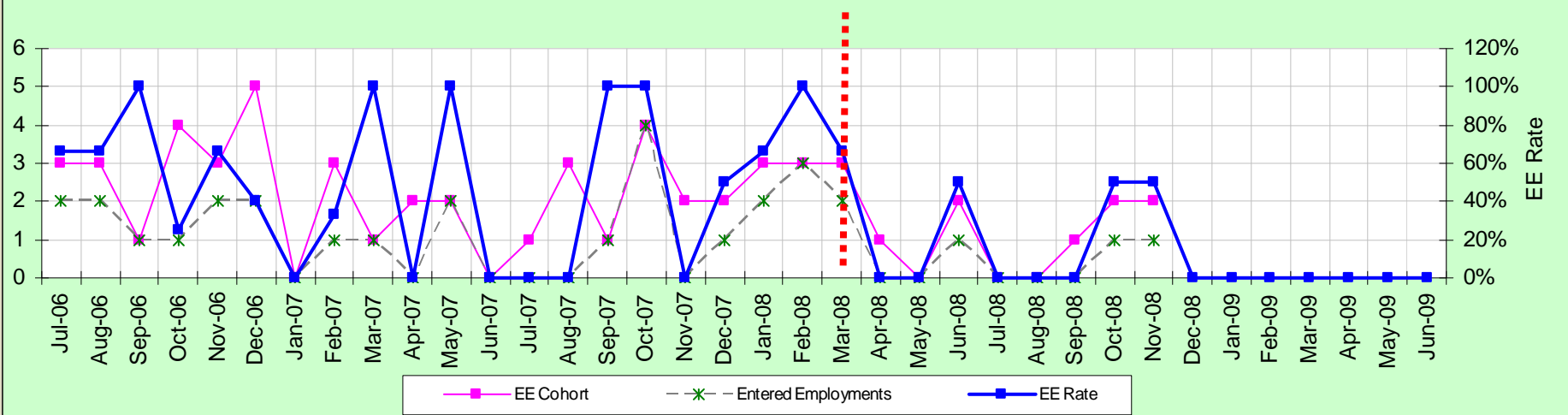
62% EE Rate for data finalized through March, 2008

# Spokane

# MSFW Entered Employment

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
EE Cohort	PY08	0	0	1	2	2								5	
	PY07	1	3	1	4	2	2	3	3	3	1	0	2	25	
Entered Employments	PY08	0	0	0	1	1								2	
	PY07	0	0	1	4	0	1	2	3	2	0	0	1	14	
EE Rate	PY08	0.0%	0.0%	0.0%	50.0%	50.0%								40.0%	TBD
	PY07	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	66.7%	100.0%	66.7%	0.0%	0.0%	50.0%	56.0%	60.0%

MSFW Outcome Measure - Entered Employments



59% EE Rate for data finalized through March, 2008

## Spokane

## Employer Services

PY08

WA Job Orders	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
# Employers	121	104	92	80	61								202	
# Open Job Orders	186	162	145	131	85								384	
Total Open Job Orders w/ no openings filled	153	135	119	111	79								274	
# Openings Available	218	182	138	124	80								472	
# WA Referrals	1181	905	607	662	387								3,810	
# Placements	72	53	27	22	6								181	
% Openings Filled	33.0%	29.1%	19.6%	17.7%	7.5%								38.3%	TBD
Referral : Placement	16.4	17.1	22.5	30.1	64.5								21.0	TBD

PY07

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Goal
# Employers	234	205	174	176	118	81	91	101	107	124	117	132	601	
# Open Job Orders	346	295	242	258	163	115	136	148	163	181	168	183	1264	
Total Open Job Orders w/ no openings filled	281	234	202	203	132	85	106	109	120	139	136	156	788	
# Openings Available	404	304	268	291	212	142	153	204	191	192	157	184	1,696	
# WA Referrals	1,085	950	872	1,371	1,090	499	799	975	935	1,088	1,030	868	11,562	
# Placements	66	77	54	72	74	58	49	73	57	54	36	28	698	
% Openings Filled	16.3%	25.3%	20.1%	24.7%	34.9%	40.8%	32.0%	35.8%	29.8%	28.1%	22.9%	15.2%	41.2%	28%
Referral : Placement	16.4	12.3	16.1	19.0	14.7	8.6	16.3	13.4	16.4	20.1	28.6	31.0	16.6	17

# **Thank You!**

**See you at the next GMAP ~**

**January 23, 2009**

# Supplemental Data

## Employment Services

### Return to work notices received from customers

Received via Gold Cards	PY08	284
	PY07	1133
Received via WorkSpokane.org	PY08	289
	PY07	515
Total Notices received	PY08	573
	PY07	1648

