



**WorkSource System Policy**  
**WorkSource Standards & Integration Division**

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Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, the WorkSource Standards & Integration Division sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

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**Policy Number:** 1017  
**To:** Washington WorkSource System  
**Date of Publication:** August 10, 2011  
**Subject:** Workforce Core Measures

**1. Purpose:**

This policy serves to require Workforce Development Councils (WDCs) to utilize Washington's Workforce Core Measures in their strategic planning processes. These measures are designed to assist state and local policy makers and program administrators in their strategic planning efforts.

**2. Background:**

The Workforce Training and Education Coordinating Board (Workforce Board) developed and adopted the Washington Workforce Core Measures. The measures are identified in *High Skills, High Wages 2008-2018: Washington's Strategic Plan for Workforce Development*. The Workforce Core Measures are to be used by policymakers and state and local program administrators to judge how well programs are performing and to identify areas for improvement. These state core measures are in addition to the federal common measures and are incorporated into the state Workforce Investment Act (WIA) and Carl Perkins plans.

In its June 2010 meeting, the Workforce Board adopted a resolution calling for the development of a system level policy requiring WDCs to utilize the Washington Core Measures in their planning processes. This policy serves to respond to that resolution.

**3. Policy:**

Each WDC will establish a process to review the results of the Workforce Core Measures (attachment) annually to review how programs in the workforce development system are working and consider the results in its local strategic planning activities.

To support the implementation of this policy, the Workforce Board will provide a reporting mechanism and appropriate data for all WDCs for each of the Workforce Core Measures and will attempt to provide requested drill-down subsets of these measures that are available.

4. **Standards:**

WDCs can demonstrate that each have developed and implemented a process for reviewing Workforce Core Measures results annually and a process for considering Workforce Core Measures in Workforce Development Area (WDA) planning efforts.

5. **Definitions:**

N/A - Refer to the attachment for additional clarification.

6. **References:**

- [High Skills, High Wages 2008-2018](#): Washington's Strategic Plan for Workforce Development, Performance Accountability Chapter.

7. **Supersedes:**

N/A

8. **Website:**

<http://www.wa.gov/esd/policies/systems.htm>

9. **Action:**

WDCs and their contractors, as well as Employment Security Area Directors, should distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

**Direct Inquiries To:**

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**Approved:**

A handwritten signature in black ink, appearing to be 'A. J. ...', written over a horizontal line.

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## **Attachment Washington Workforce Core Measures**

The Workforce Board has established targets for the Workforce Core Measures for the following programs: WIA; Secondary Career and Technical Education, Postsecondary Career and Technical Education; Adult Basic Education; Vocational Rehabilitation; and Services for the Blind.<sup>1</sup> The Workforce Board sets targets for the 12 WDAs and establishes policies by which Office of Superintendent of Public Instruction and State Board for Community and Technical Colleges set targets for schools and colleges. The Workforce Core Measures include:

### **A. *Employment or Further Education***

1. Programs Serving Adults: Percentage of former participants with employment recorded in Unemployment Insurance (UI) and other administrative records during the third quarter after leaving the program.
2. Programs Serving Youth: Percentage of former participants with employment or further education as recorded in UI, student, and other administrative records during the third quarter after leaving the program.

### **B. *Earnings***

Median annualized earnings of former participants with employment recorded in UI and other administrative records during the third quarter after leaving the program, measured only among the former participants not enrolled in further education during the quarter.

### **C. *Skills***

Percentage or number of program participants leaving the program that achieved appropriate skill gains or were awarded the relevant educational or skill credential based on administrative records.

### **D. *Customer Satisfaction***

1. Employer Satisfaction with Former Program Participants: Percentage of employers who report satisfaction with new employees who are program completers as evidenced by survey responses.
2. Former Participant Satisfaction: Percentage of former participants who report satisfaction with the program as evidenced by survey responses.

### **E. *Return on Investment***

1. Taxpayer Return on Investment: The net impact on tax revenue and social welfare payments compared to the cost of the services.

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<sup>1</sup> The five core measures are not applied to each and every program. For example, the WTECB does not survey a sufficient number of employers who have hired participants in Services for the Blind to measure employer customer satisfaction.

**Attachment**  
**Washington Workforce Core Measures**

2. Participant Return on Investment: The net impact on participant earnings and employer provided benefits compared to the cost of the services.

**Programs in the Workforce Development System with Core Measure Performance Data**

Secondary Career and Technical Education  
Community and Technical College Professional-Technical Education  
Worker Retraining Program  
Adult Basic Education  
Division of Vocational Rehabilitation  
Department of Services for the Blind  
Workforce Investment Act Title I-B Youth  
Workforce Investment Act Title I-B Adults  
Workforce Investment Act Title I-B Dislocated Workers