



Workforce Training and Education Coordinating Board

2015 Workforce Training Results

Workforce Investment Act Title I-B Adult Program

Program Details

All customers age 18 and older who walk into a WorkSource Center are eligible for core services through the federal Workforce Investment Act (WIA) Title I-B Adult program - from skill assessments to job search and placement assistance.

These core services include:

- Skill assessment.
- Labor market information.
- Consumer reports on training programs.
- Information on job openings.

Every year, the Workforce Board measures the performance of key workforce programs. In this report, you'll find out more about the program and who is served, the metrics used to measure performance and how the program performed.

Core services tend to be self-service and do not require participants to meet certain eligibility requirements. Instead, they are part of the primary offerings at Washington's WorkSource Centers, helping a wide variety of job-seekers find their way back into employment.

For some, particularly those unable to land a job through the above core services, the WIA Adult program provides intensive services. These services include:

- More intensive assessments.
- Individual counseling.
- Career planning.
- Short-term pre-vocational services.

More than half of the program participants (approximately 55 percent) also participated in job training where training costs are supported by the WIA Adult Program. For this 2015 report, researchers studied the results of 2,778 participants who left the WIA Adult program during the most recent reporting year.¹

¹ The 2015 Workforce Training Results reports are based on data observed as recently as 2013-2014 for individuals exiting programs during 2012-13.

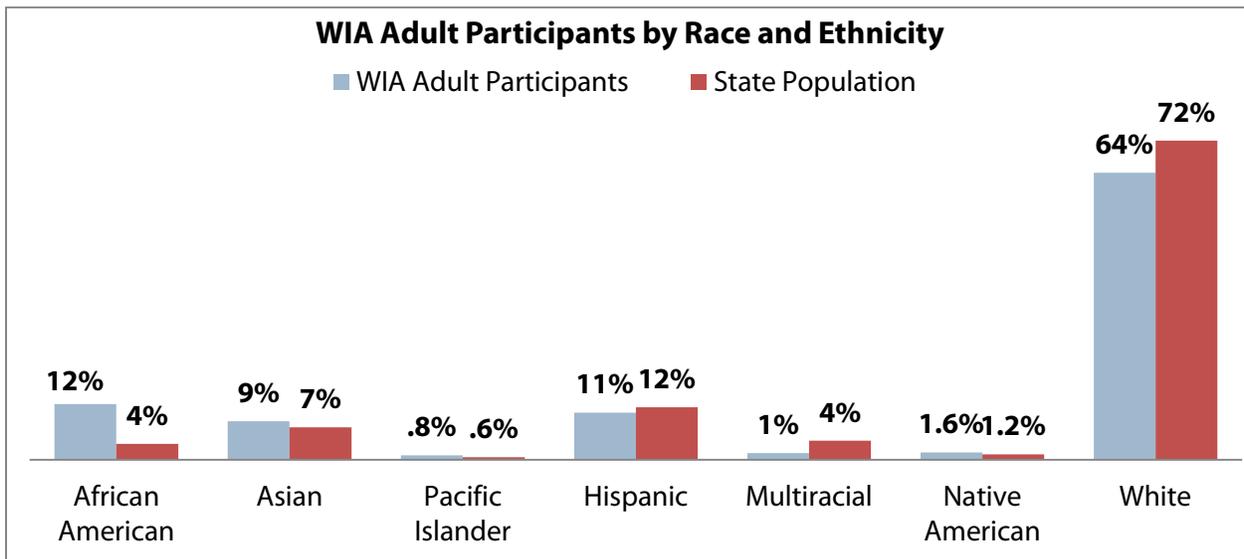


Workforce Innovation and Opportunity Act to replace WIA

The Workforce Innovation and Opportunity Act passed in the summer of 2014 with broad bipartisan support. It's the first federal reform of the workforce system in 15 years. WIOA replaces and modifies the Workforce Investment Act (WIA), which started in 1998. WIOA provides a framework for better integration and seamless delivery of services across programs and funding streams, with a focus on improving economic outcomes for jobseekers and filling the skills gap for employers. The majority of WIOA provisions become effective on July 1, 2015, with additional requirements set for July 1, 2016. The Workforce Board has been designated by Governor Inslee to oversee planning and policy development for Washington's effective implementation of WIOA. The WIA program remains in effect as WIOA is implemented over the coming year.

Participant Profile

Participants in the WIA Adult program were more likely to be a racial or ethnic minority than the general population in Washington, largely due to the overrepresentation of African Americans in the program.² Among program participants, 11 percent were Hispanic (versus 12 percent in the general population), and 12 percent were African American (versus 4 percent in the general population). Representation among white participants was 64 percent, 8 percentage points below their proportion of the state population.

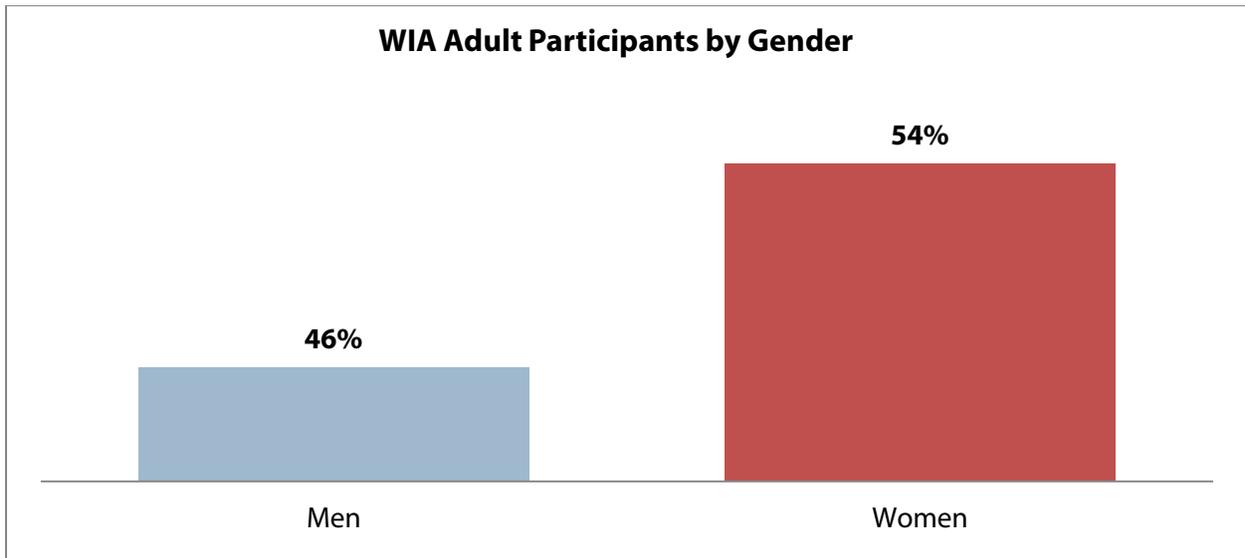


Source: WIA Standardized Record Data (WIASRD) and 2012 U.S. Census Data from the American Community Survey.

² In this report, unless otherwise stated, racial and ethnic minority groups are mutually exclusive; that is, an individual belongs to one group only. The groups include the following: Hispanics of any race (also referred to as Hispanics); non-Hispanic African Americans (also referred to as African Americans); non-Hispanic Asians (also referred to as Asians); non-Hispanic Pacific Islanders (also referred to as Pacific Islanders); non-Hispanic Native Americans and Alaskan Natives (also referred to as Native Americans); non-Hispanic multiracial (also referred to as multiracial); and non-Hispanic whites (also referred to as whites).



A higher percentage of women than men participated in the WIA Adult program (54 percent versus 46 percent). This rate is similar to last year (55 versus 45 percent).



Source: WIASRD and Office of Financial Management.

Upon enrollment, 11 percent of the participants had neither a high school diploma nor a GED, 33 percent had a high school diploma as their highest credential, 15 percent had a GED, and 42 percent had previously attended college. Nine percent had limited English proficiency and 59 percent received public assistance while enrolled in the program.³

The median age of participants when leaving the program was 36. One quarter of the participants were age 28 or below when leaving the program and one quarter were over 48 years of age at program exit.

Tracking WIA Adult Progress

The Workforce Board routinely measures the performance of our state's largest workforce programs. As a customer-focused advocate for Washington's workers and employers, the Workforce Board strives to provide performance accountability, verifying whether worker education and training programs provide a return on investment for participants and taxpayers.

³ Public assistance recipients includes 59 percent who received cash assistance from state or local General Assistance, Refugee Cash Assistance, or Supplemental Security Income; 9 percent who received Temporary Aid for Needy Families (TANF) assistance; and 8 percent who received both types of assistance.



The Workforce Training Results report seeks to answer five core questions:

- Did participants get the skills they needed?
- Did participants get a job and how much were they paid?
- Were employers satisfied with the preparation workers received?
- Has the program made a difference in the participant's success?
- Did participants and the public receive a return on their investment?

Data Comes From State Wage Files, Employer Survey

The 2015 Workforce Training Results includes information obtained from Employment Security Department wage files in Washington, Idaho, and Oregon, and federal employment records for 2013-14. Information on employer satisfaction among firms that hired new employees who recently completed a WIA program was assessed through the Workforce Board's 2012 Employer Survey.⁴

Net Impact Study Adds More Insight into Program Performance

In addition, the report includes a comprehensive Net Impact Study. Conducted every four years, this study provides a head-to-head comparison of participants and non-participants to help answer a central question: How much of a workforce participant's success in obtaining a job, or a higher wage, is due to the workforce program? By comparing program participants with similar individuals who did not participate in a workforce training program, the Net Impact Study indicates whether employment and earnings gains are due to the workforce program, or if workers could have made this progress on their own. This research also allows for a more detailed analysis as to whether the participant and the public received a return on their investment in the program.

Turn to page 18 for the Net Impact Study. Conducted every four years, this in-depth report adds extra value to 2015 Workforce Training Results. The study provides a side-by-side comparison of participants vs. similar non-participants, answering the question of whether the program is making a difference.

Did Participants Get the Skills they needed?

The study follows the progress of all WIA Adult participants who left the program during the most recent reporting year. The median amount of time spent in the WIA Adult program by this cohort was 7 months. There is some variation, however, as one quarter of participants were enrolled less than 4 months and one quarter longer than 15 months.

⁴ The Employer Survey includes employers who hired a participant who completed at least one of the three WIA programs: Adult, Dislocated Worker, or Youth.



An estimated 55 percent of these WIA Adult participants received training as part of their program. This means that 1,544 of those who left the WIA program received one or more types of training:

- Occupational skills training.
- Programs that combine workplace training with related instruction.
- Training programs operated by the private sector.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Job readiness training.
- Customized training.
- On-the-Job Training.⁵

As a measure of whether participants got the skills they needed, this study tracks the credentials and degrees earned by participants. Among those leaving the WIA Adult program:

- 2 percent received a high school diploma/equivalency/GED.
- 6 percent received an associate's degree.
- 7 percent received an occupational skills license.
- 18 percent received an occupational skills certificate/credential.
- Less than one percent received another type of credential.

Most participants who received training through the WIA Adult program attended a state community or technical college to advance their education and skill levels.

Did Participants Have a Job and How Much Were They Paid?

To find out whether participants had jobs and how much they earned, participant records were matched with Employment Security Department wage files from Washington and neighboring states.⁶ The study looks at employment and earnings three calendar quarters after the participant left the WIA program. The chart below shows the employment and earnings of participants who exited the program during the most recent reporting year. Some 69 percent of WIA Adult participants were employed. Of those who were working, 61 percent were employed full time. The median hourly wage of those working was \$14.34, just over \$5 per hour higher than Washington's minimum wage of \$9.32 an hour in 2014. The median annual earnings among program participants was \$24,866.

⁵ Some 8 percent of participants received on-the-job training. This refers to training provided by an employer to a paid participant engaged in productive work that (a) provides knowledge or skills essential to the performance of the job; (b) provides reimbursement to the employer or up to 50 percent of the wage of the participant; and (c) is limited to the period of time required for a participant to become proficient in the occupation.

⁶ These files contain quarterly earnings and hours worked information on those individuals with employment reported for unemployment insurance (UI) benefits purposes (approximately 90 percent of in-state employment, with self-employment, active duty military, and those working for religious nonprofit organizations being the major groups of employers not included).



2014 Employment and Earnings for WIA Adult Participants

Performance Measure	Results
Employment Rate* (State Records)	69%
Full-Time Employment**	61%
Median Quarterly Hours	450 hours
Median Hourly Wage***	\$14.34
Median Annualized Earnings***	\$24,866

* These figures apply to those with employment reported to state employment agencies six to nine months after leaving the program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

** Full-time employment averages 30 or more hours per week.

*** Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.

Earnings of WIA Adult Participants

The following table shows employment and earnings information over the course of five study periods.

Employment and Earnings Trends for WIA Adult Participants

Performance Measure	2010	2011	2012	2013	2014
Employment Rate* (State Records)	65%	62%	67%	69%	69%
Full-Time Employment**	60%	63%	61%	60%	61%
Median Quarterly Hours	435	452	442	443	450
Median Hourly Wage***	\$22,666	\$23,818	\$22,513	\$24,450	\$24,866
Median Annualized Earnings***	\$13.96	\$13.73	\$13.64	\$14.32	\$14.34

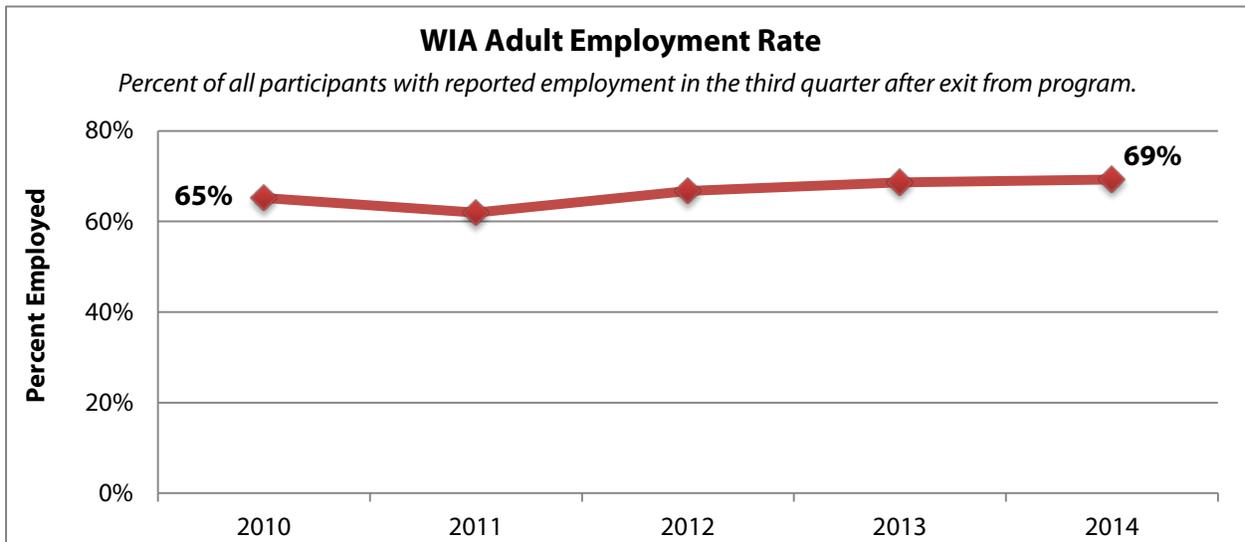
* These figures apply to those with employment reported to the state's Employment Security Department six to nine months after leaving program. Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

** Full-time employment averages 30 or more hours per week.

*** Earnings/wages expressed in first quarter 2014 dollars in order to account for inflation.

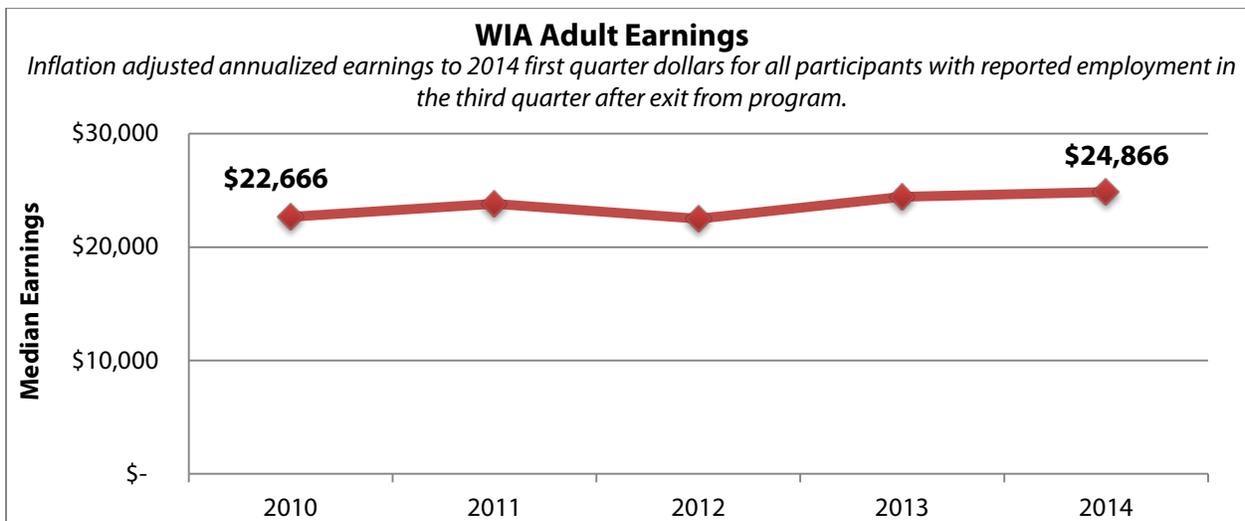


WIA adult participants' employment has increased each year since the low point of 62 percent in the 2012 Workforce Training Result.



Note: Rate does not include self-employment, employment outside the Northwest or military service and thus understates total employment by approximately 10 percent.

After a moderate dip to \$22,513 in 2013, annual earnings for WIA adult exiters have risen every year.



Note: This chart shows annualized earnings in 2014 first quarter dollars to account for inflation.



WIA Adult Participant Employment by Industry

The majority of employed WIA Adult program participants held jobs in three main areas:

- Services (57 percent)
- Manufacturing industries (15 percent)
- Retail trade (9 percent)

Employment in services decreased by nearly 3 percentage points from the 2014 report. The share of retail trade fell by more than a percentage point, while manufacturing's share increased by more than 2 percentage points.

Industry Group	
56.9%	Services
14.9%	Manufacturing
8.5%	Retail Trade
4.5%	Transportation and Warehousing and Utilities
4.4%	Construction
3.2%	Financial Services
3.0%	Wholesale Trade
2.3%	Public Administration
1.5%	Natural Resources and Mining
0.5%	Information
0.3%	Other NAICS GROUPS
Breakout of the Services Industry	
23.8%	Health Care
9.8%	Admin., Support, Waste Management, and Remediation Services
7.2%	Social Assistance
6.7%	Accommodation and Food Services
3.0%	Professional, Scientific, and Technical Services
2.9%	Education Services
2.4%	All Other Services
1.0%	Arts, Entertainment, and Recreation

Source: Matches with Employment Security Department data in third quarter after exiting program. Industry groups based on North American Industry Classification System (NAICS) codes.



Relationship of Training to Employment

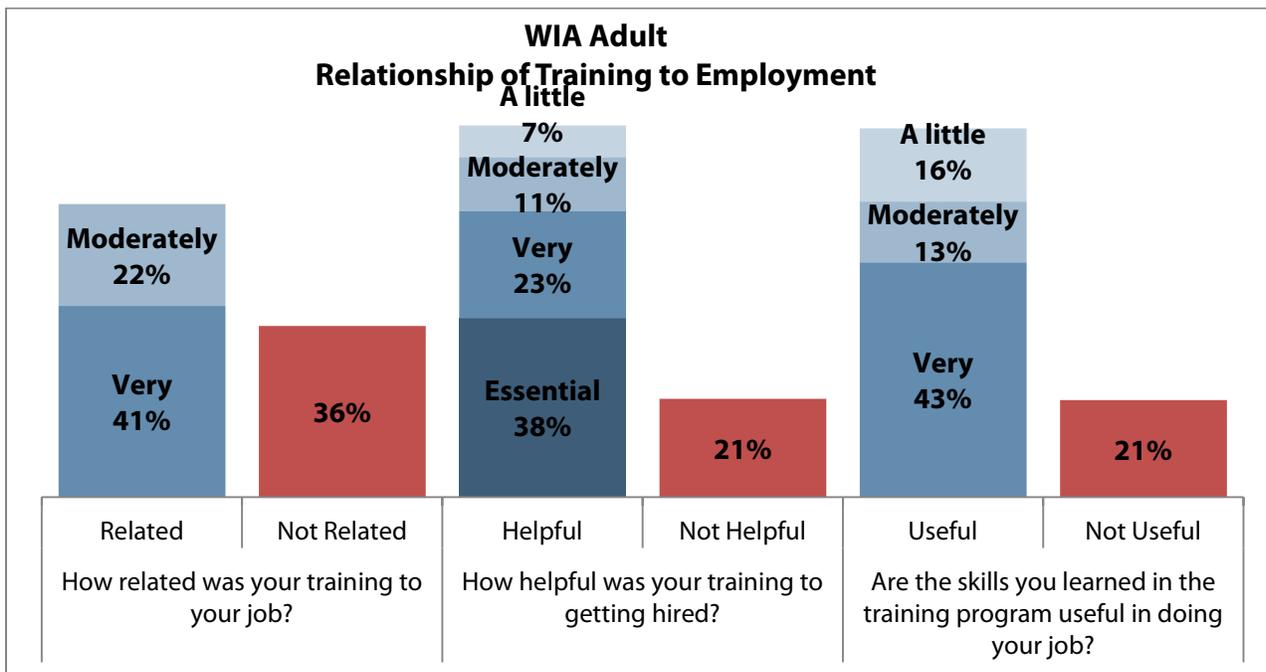
In 2013, the Workforce Board surveyed WIA participants who had left their program in 2011-12. The survey provided data on employment and participant satisfaction with the training. The survey was conducted by telephone and was completed by 227 participants.

To measure the extent to which a participant’s education program and training related to employment, we asked participants three questions.

1. How related was the program to their job?
2. How important was the training in getting hired?
3. Are the skills they learned useful in their job?

Asking about the relationship between training and employment in different ways can produce more complete information. For example, some participants said their training was not related to their job, but nevertheless found the skills acquired were useful on the job.

Among participants employed six to nine months after leaving a program, 41 percent said their training was “very related” to their job. A further 22 percent reported the training was “somewhat related” to their job. In 2008, the same rate of employed participants reported their training was related to their job.



Source: Workforce Board’s Participant Satisfaction Survey 2013.

Participants interviewed in 2013 also indicated the training was helpful to them in getting their job. Of those participants, 38 percent indicated their training was an “essential requirement,” another 23 percent indicated it was “very important,” 11 percent reported it was “moderately important,” and 7 percent said it was “a little useful.” Some 21 percent indicated their training was “not important at all” to getting their job.



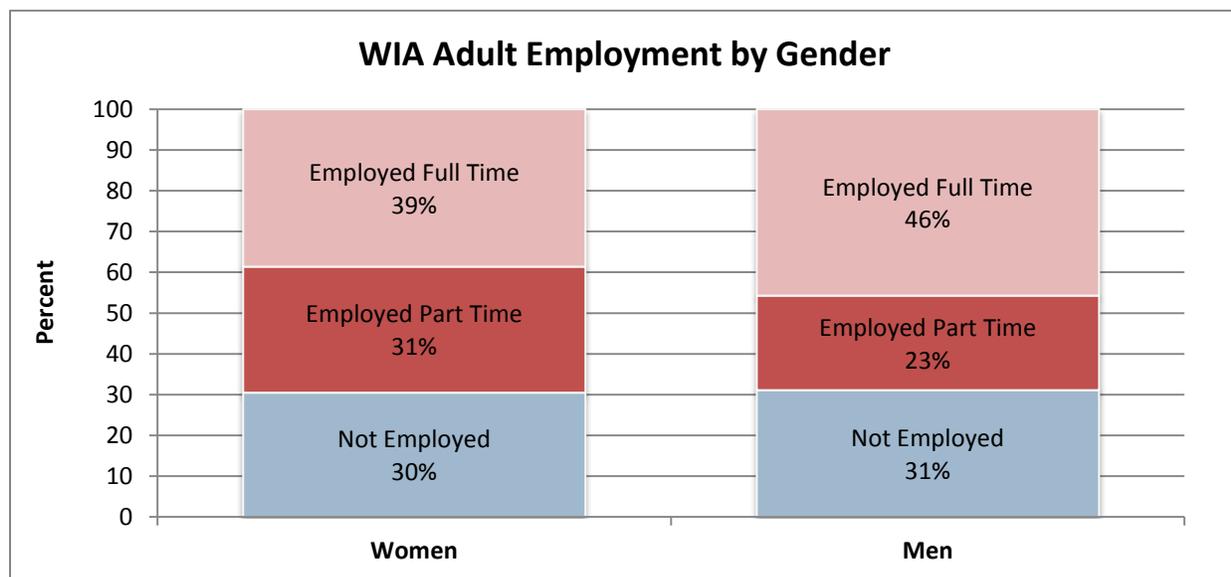
Most participants said the skills they learned in their training program were useful in doing their job. Forty-three percent of participants indicated the skills were “very useful,” 13 percent said “moderately useful,” and 16 percent “a little useful.” Just over one-fifth of participants who were employed indicated the skills were “not useful at all.”

When combining two of the questions about the program’s relationship to the job and about whether the skills acquired were helpful, a small percentage of participants answer negatively to both. Just 8 percent of participants employed the third quarter after exit said the training they received was *neither* helpful in their job nor related to the job they obtained.

Wages and Employment Results Vary by Population

Wage and employment results can vary by gender, race and ethnicity, and disability. The next chart shows the percentage of men and women WIA Adult participants who were reported to be employed. Also broken out is what percentage of those working held full-time jobs.

During the third quarter after leaving the program, 31 percent of women worked part time, while 39 percent worked full time to reach an overall employment rate of 70 percent. This was slightly higher than the overall employment rate for men (69 percent). However, fewer men were employed part time and were more likely than women to be employed full time (46 percent). Among those employed, the hourly wage rate for women (\$13.16) was 84 percent of men (\$15.72). The median annual earnings of women (\$22,559) were 79 percent of men’s (\$28,540).



Source: Matches with Employment Security Department data and WIASRD.



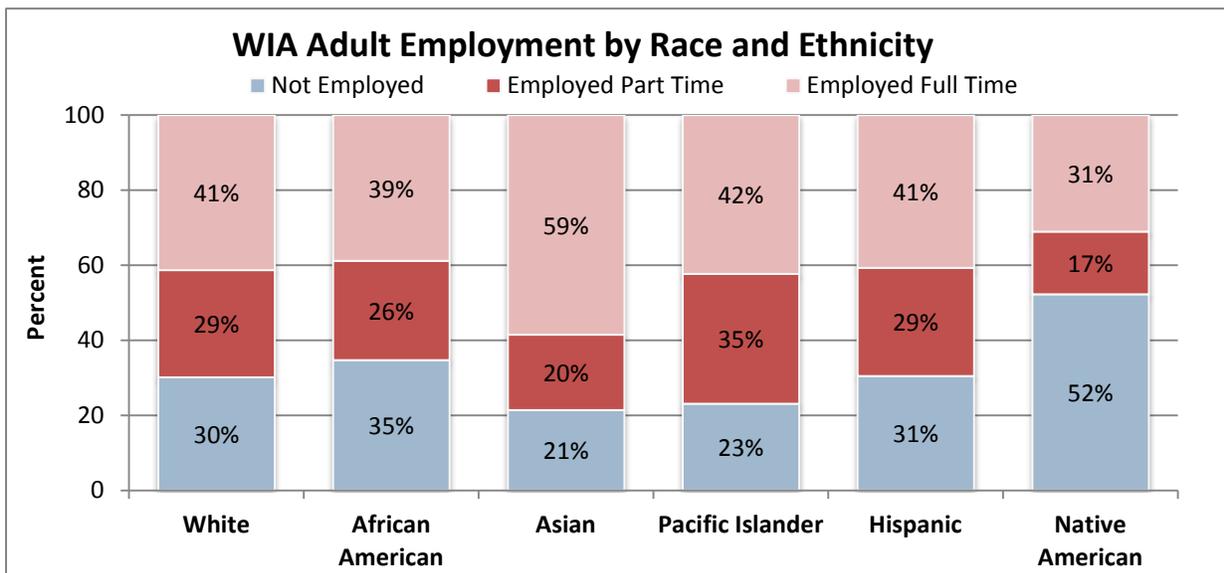
Race/Ethnicity Plays Role

Participants from racial and ethnic minority backgrounds were just as likely to be employed as white participants. Asians had the highest employment rate at 79 percent, and also the highest rate of full-time employment at 59 percent (part-time employment measured 20 percent). Pacific Islanders had the second highest overall employment rate at 77 percent. Other ethnic group employment rates ranged from 65-70 percent, with the exception of Native Americans (48 percent).

Pacific Islanders had the second highest full-time employment rate (42 percent), followed by whites and Hispanics (41 percent), and African Americans (39 percent). Native Americans had the lowest full-time employment at 31 percent.

Asian participants had the highest median hourly wage at \$15.17 followed by whites (\$15.04), Hispanics (\$13.97), Pacific Islanders (\$13.66), African Americans (\$13.22), and Native Americans (\$12.98).

Among program participants Asians had the highest median annual earnings at \$29,030, followed by whites (\$24,680), African Americans (\$24,452), Native Americans (\$24,001), Hispanics (\$23,652), and Pacific Islanders (\$23,535).

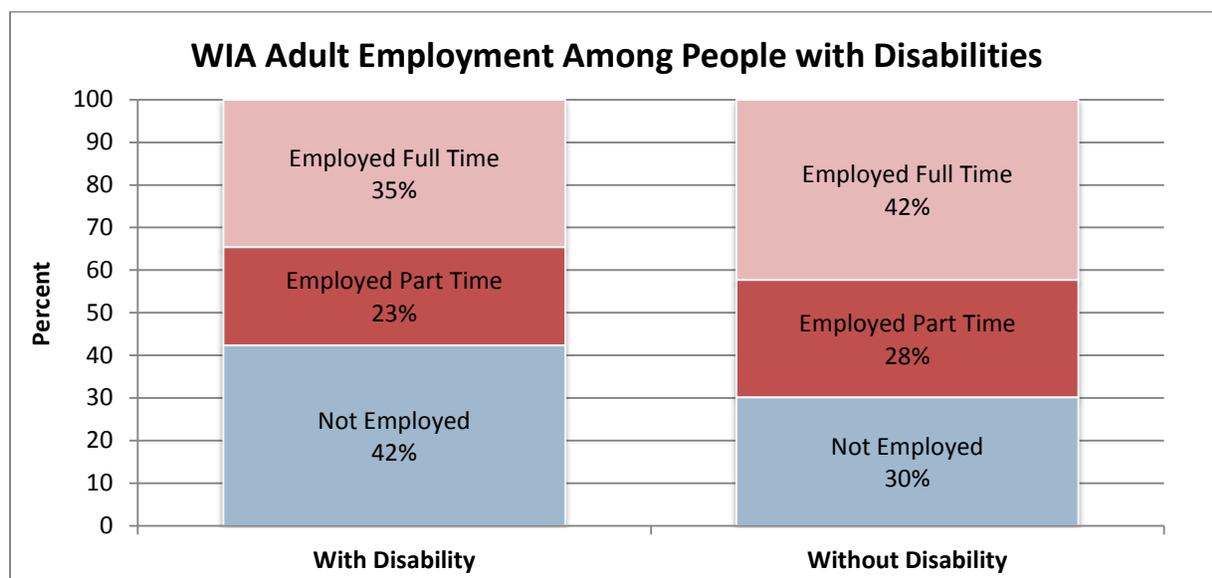


Source: Matches with Employment Security Department data and WIASRD.



Disability Impacts Employment, Earnings

Administrative records show 5 percent of the WIA Adult participants included in this study reported having a disability.⁷ Thirty-five percent of disabled persons worked full time, while 23 percent worked part time (to reach an overall rate of 58 percent). This is a lower employment rate than those without a disability (an overall rate of 70 percent). Those with disabilities worked had a full-time employment rate of 35 percent compared to 42 percent for those without disabilities. The median wage of participants who had a disability (\$14.13) was 98 percent of those without a disability (\$14.37). This is an improvement over last year when participants with disabilities earned 90 percent of those without a disability. Median annual earnings of those with disabilities were 92 percent of those without a disability (\$22,908 compared to \$24,929).



Source: Matches with Employment Security Department data and WIASRD.

Were Employers Satisfied with the Preparation Workers Received?

The Workforce Board's Employer Survey, administered during 2012, asked firms to evaluate new employees who had recently completed a WIA program. All three WIA Title I programs (Adult, Dislocated Worker, and Youth) were grouped together because there are relatively few participants in each category and employers would find it difficult to distinguish one from another. This section presents findings on employer satisfaction with new employees who completed *any type* of WIA program. Some 89 percent of employers said they were either "somewhat satisfied" or "very satisfied" with the overall work quality of these new employees.

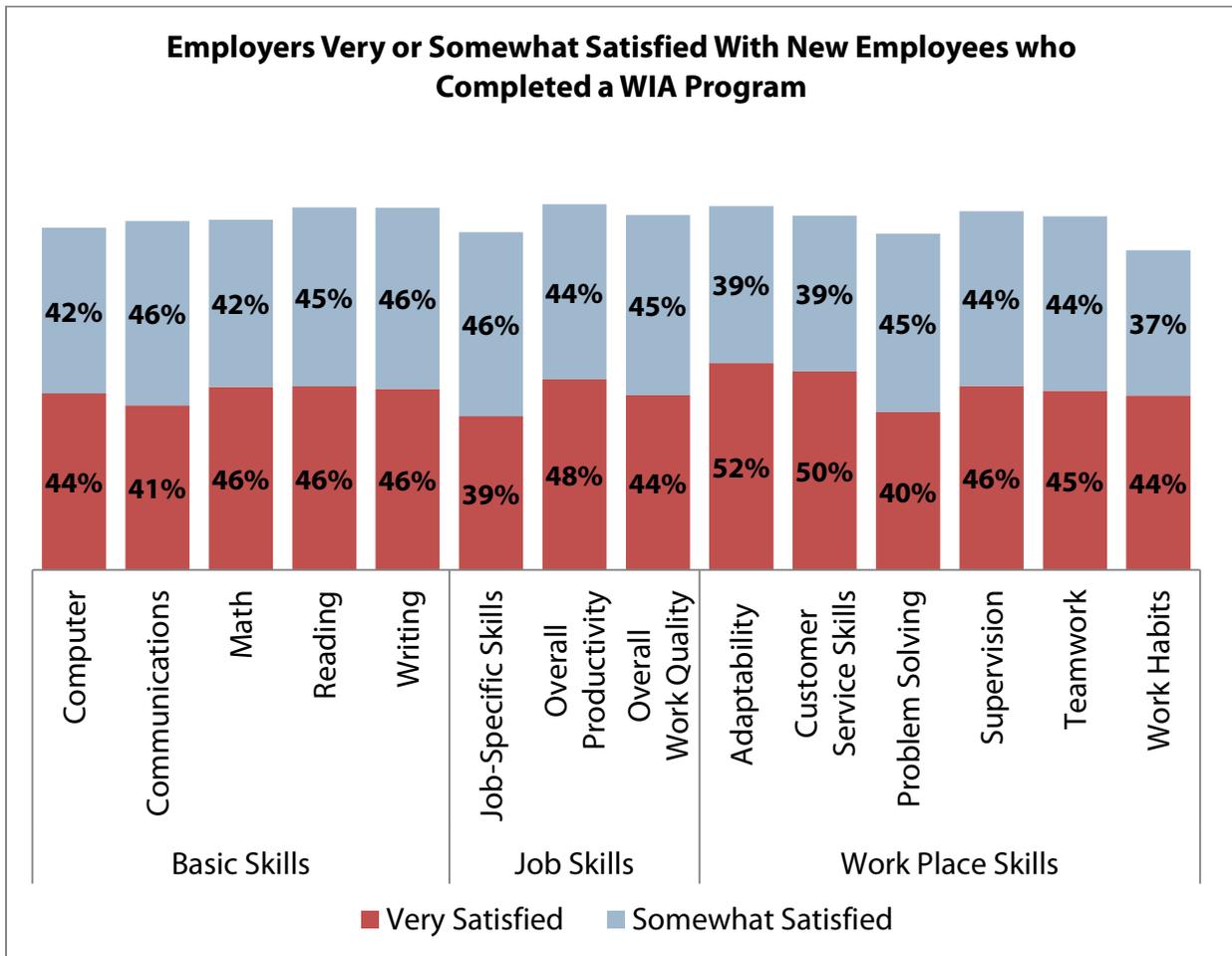
Employer satisfaction is broken down into three categories: Basic Skills, Job Skills and Work Place Skills. Basic skills refer to reading, writing, math, communication and computer skills.

⁷ In accordance with the Americans with Disabilities Act of 1990 a disability is defined as "a physical or mental impairment that substantially limits one or more of the person's major life activities."



Job skills refer to skills specific to the job, as well as overall work quality and productivity. Work place skills refer to the skills necessary to get along in the workplace such as the ability to accept supervision, the ability to adapt to changes in duties and responsibilities, teamwork, customer service, problem solving or critical thinking skills, and having positive work habits and attitudes.

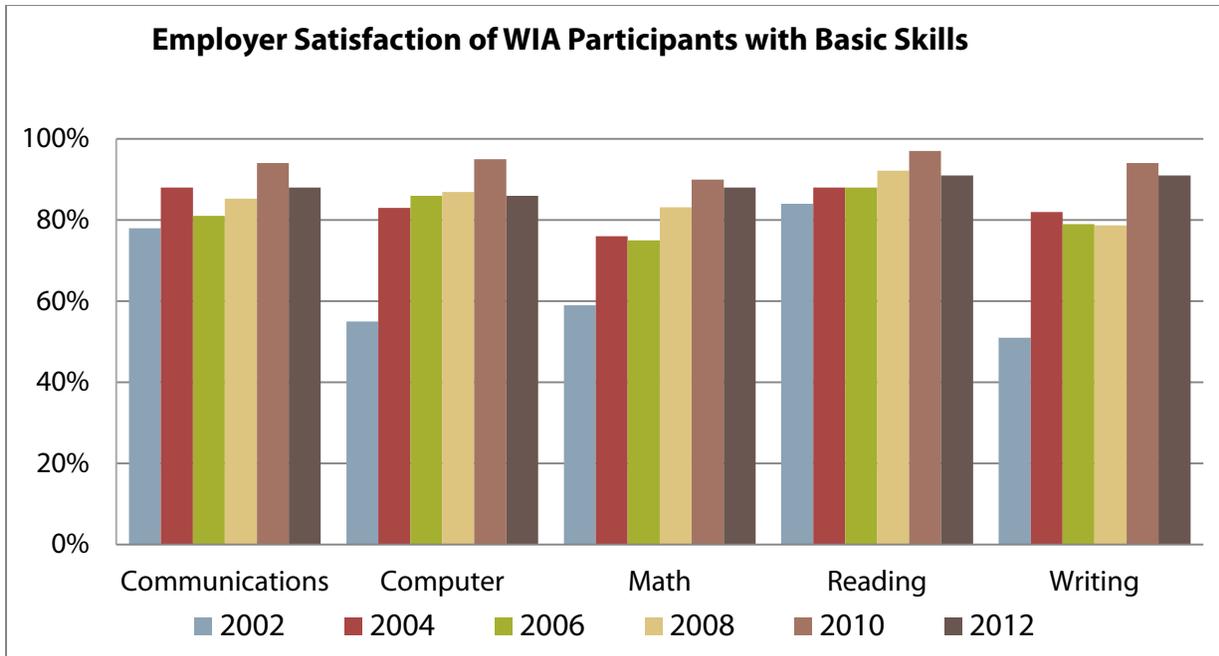
In 2012, between 39 and 52 percent of employers were very satisfied with the new employees' skills, depending on the skill type. Virtually all the remaining employers were somewhat satisfied.



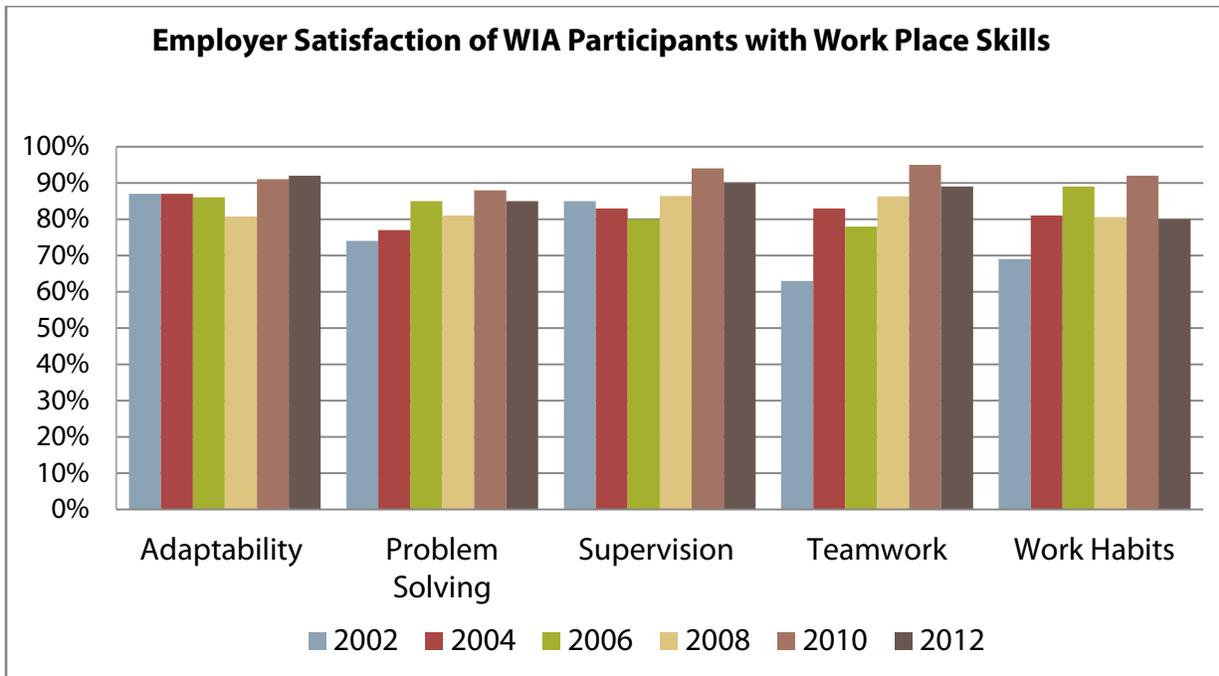
Source: Workforce Board Employer Survey conducted in 2012.

Overall, the levels of employer satisfaction (91 percent) reported in the Workforce Board's 2012 Employer Survey are slightly lower than on the previous survey, conducted in 2010. The following three charts show the trends in satisfaction of employers with new employees who recently completed WIA program. During the past decade there has generally been an upward trend in employer satisfaction.



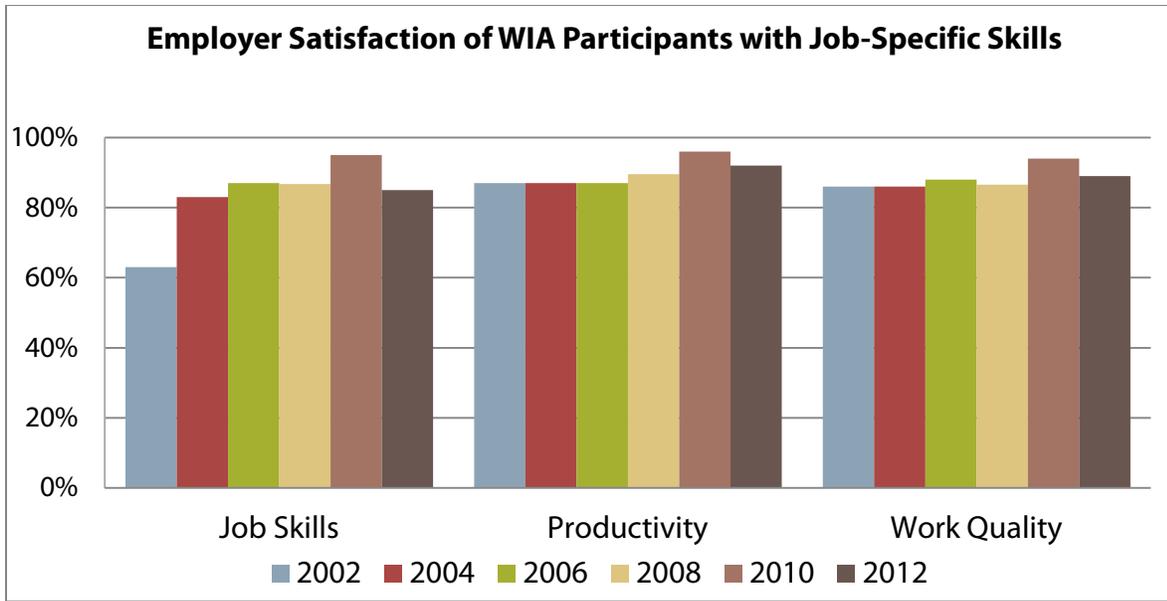


Source: Workforce Board's biennial Employer Surveys from 2002 through 2012.



Source: Workforce Board's biennial Employer Surveys from 2002 through 2012.



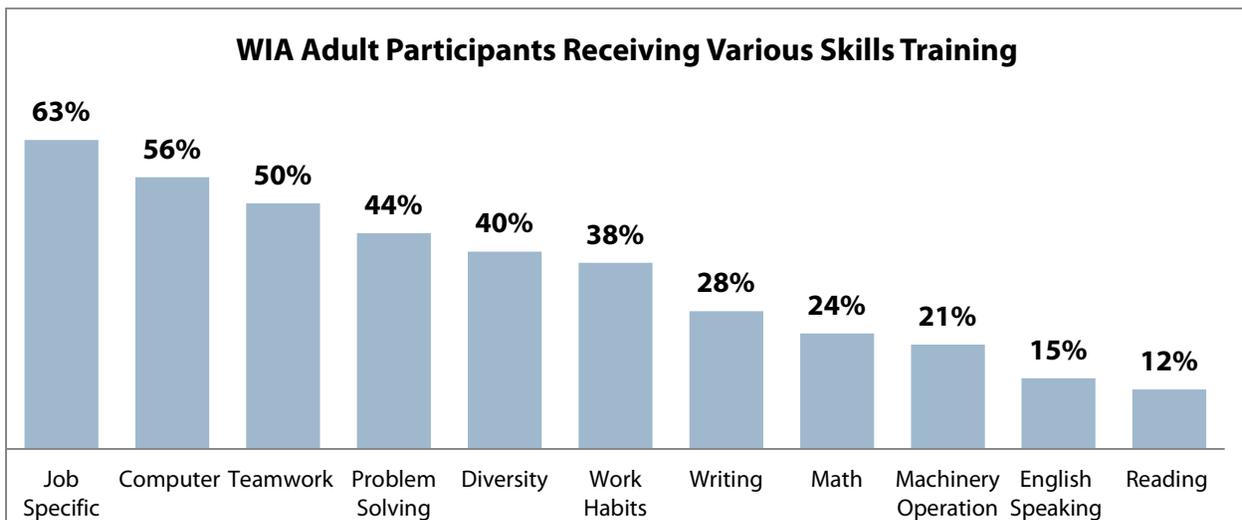


Source: Workforce Board's biennial Employer Surveys from 2002 through 2012.

Participant Survey

Most participants enroll in the WIA Adult program for employment-related reasons. Based on Participant Survey results, 78 percent of adults entered the program to learn skills for a new job, 70 percent enrolled to get job search assistance, and 48 percent enrolled for on-the-job training. Participants also indicated that they enrolled to improve basic skills (math 18 percent, reading 12 percent, and English speaking 15 percent).

Some 64 percent of WIA Adult participants reported receiving some type of training as part of their program. As in the previous study, the most common types of training were in job-specific and computer skills, among those who received training, 63 percent received job specific skills training and 56 percent received computer skills training.

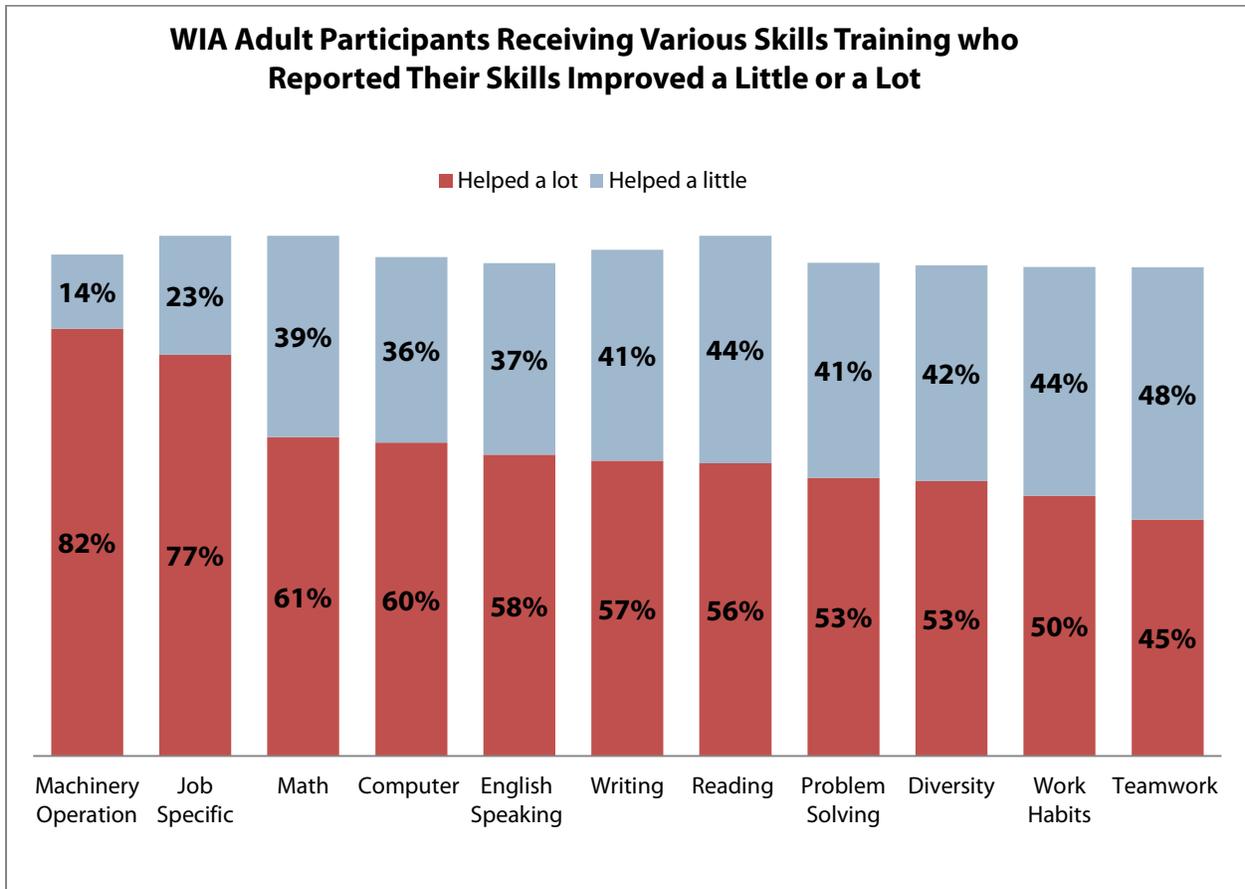


Source: Workforce Board's Participant Satisfaction Survey 2013.



The large majority of WIA Adult participants who received training felt it improved their skills. Similar to the 2011 survey, the percentage reporting their skills improved “a lot” was highest for occupational training; particularly machinery operation and job-specific skills.

Compared to the previous survey, participants reported similar levels of “a lot” of improvement in basic skills. Overall, participants were much more likely to respond that the training helped “a lot” versus helped “a little.”

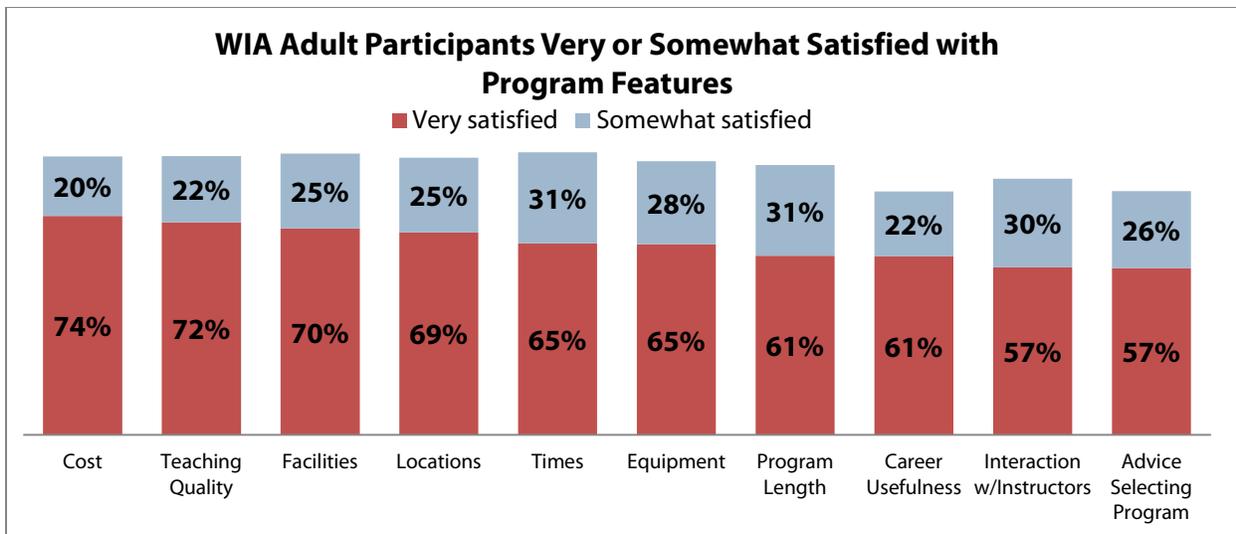


Source: Workforce Board's Participant Satisfaction Survey 2013.

Participant Satisfaction

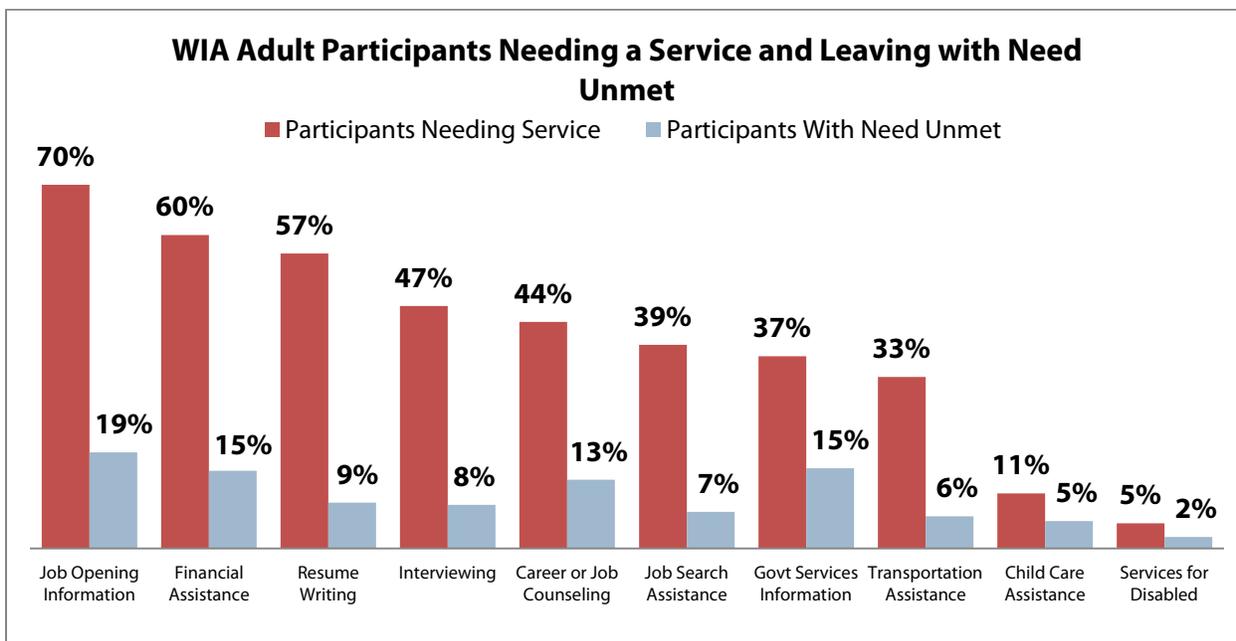
Some 90 percent of participants reported they were satisfied with the overall quality of the program. Also, 86 percent said their educational objectives were at least partially met; the same level as the last survey. Participants tended to be “very satisfied” with various features of the program including program cost, teaching quality, and facilities. Participants were less likely to indicate “a lot” of satisfaction with advice on selecting programs or interaction with instructors.





Source: Workforce Board's Participant Satisfaction Survey 2013.

Similar to previous surveys, WIA Adult participants frequently reported needing information on job openings and financial assistance. Most participants needing services received them.



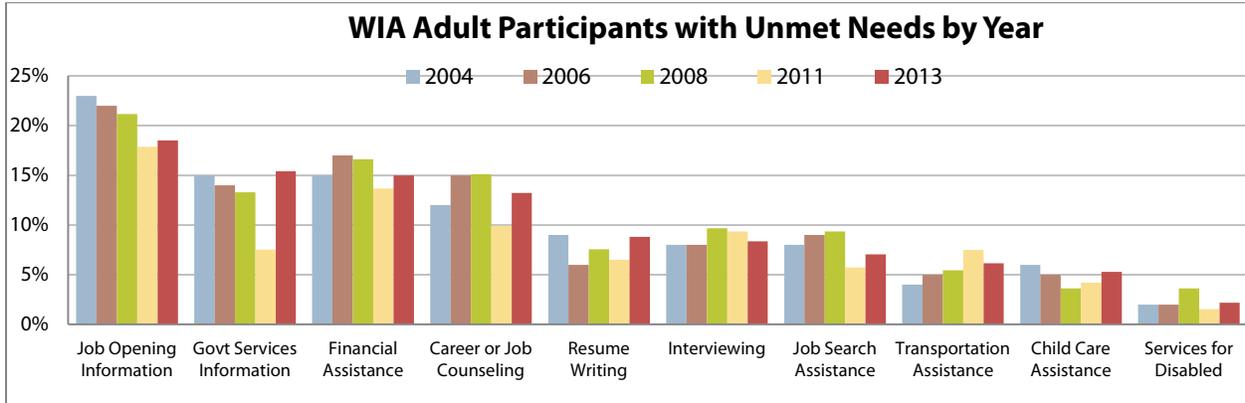
Source: Workforce Board's Participant Satisfaction Survey 2013.

The largest unmet need⁸ was for information about job openings, for which 19 percent of respondents reported an unmet need. This is not a new problem; although it dropped one percentage point from 2011, it ranged from 23 to 21 percent from 2004 to 2008. WIA Adult participants reporting unmet needs have declined in nearly every category since the previous

⁸ Unmet need refers to cases where the student reports that either they did not receive the required service or what was provided did not meet their needs.



survey, and in fact, since 2004. The exceptions are the percentage exiting with an unmet need for transportation assistance and career counseling.



Source: Participant Satisfaction Surveys 2004-2013.

Net Impact - Did Program Make a Difference in Participant Success

Every four years the Workforce Board conducts a net impact analysis of workforce development programs. This detailed study compares participants and non-participants. The net impact part of this study attempts to measure whether the program made a difference in the participant’s success. Washington is the only state to periodically conduct rigorous net impact evaluations of its workforce programs.

The WIA Title I-B Adult program has positive net impacts on employment, wages, hours worked, and earnings. Participation increases lifetime earnings.

The net impact analysis was conducted by the W.E. Upjohn Institute for Employment Research (Upjohn), a national leader in evaluating training programs. To do the analysis, Upjohn studied program participants to see what results they achieved and compared these results with a control group. Individuals who participated in a WIA Adult program were compared to individuals who had similar demographic characteristics, but who did not participate in any of the programs included in the study. The comparison group members were selected from among those who registered with WorkSource, Washington’s one-stop career center system.

The most recent net impact analyses examined experiences of participants who left the WIA Adult training program through 2009. The short-term impact (Program Year 2007-08) was observed in 2008-09, while the long-term impact (Program Year 2005-06) was observed from 2006-07 through 2008-09.

Impact on Employment and Earnings: Participants vs. Control Group

The analysis also separates out WIA Adult participants who received job training, in addition to other WIA services. Roughly 49 percent of WIA adult participants received some type of



formal training or education while the rest received core or intensive services only. (See program details at beginning of chapter for explanation of the range of services.)

In the table below, the WIA Adult participant employment rate in the short-term was 12.8 percentage points higher than the rate of those in the comparison group. WIA participants who received training achieved an employment rate that was 15.4 percentage points higher than their comparison group.

Similarly, the average annualized earnings of WIA participants who found jobs is higher (by the amounts listed below) than those non-participants who were employed.

WIA Adult	All WIA Adult Participants		Received Training	
	Short-term [^]	Long-term [^]	Short-term [^]	Long-term [^]
Net Employment Impact*	12.8 percentage points	10.8 percentage points	15.4 percentage points	13.2 percentage points
Net Hourly Wage Impact**	\$1.80	\$1.75	\$3.08	\$3.18
Net Hours Employed per Quarter Impact	73.6	43.6	91.2	56.6
Net Annualized Earnings Impact**	\$7,468	\$4,562	\$10,841	\$7,614

[^]Short-term is three quarters after program exit; Long-term is average across three years since program exit.

*Percentages listed are employment percentage points above those of the control group of non-participants.

**Wages and earnings, expressed in first quarter 2014 dollars, represent the average difference between WIA Adult participants who got jobs and those in the control group who were employed.

As can be seen above, WIA Adult program participants experienced gains in employment, hourly wages, hours worked per quarter, and net annualized earnings, when compared to the control group. Gains tended to be somewhat more pronounced in the short-term than the long-term, but were evident several years after completing the program.

Benefits and Costs

The cost-benefit analysis estimates the value of the net impact on earnings, employee benefits (estimated at 25 percent of earnings), UI benefits, and certain taxes. Program costs include both direct costs and support payments borne by the state and the foregone earnings borne by participants.

Benefits and costs are calculated for both the observed period of time and based upon a statistical model that estimated the benefits and costs out to age 65. To compare benefits and costs in terms of net present values, post-program benefits and costs are discounted by 3



percent per year and all figures are stated in 2014 Q1 dollars. The benefits and costs presented here are based on impacts estimated for participants leaving programs in 2005-2006 (observed from 2006-07 through 2008-09), because a longer-term follow-up is required for this analysis.

Participant and Public Benefits and Costs per Participant in WIA Adult Programs

Benefit/Cost	First 2.5 years		Lifetime (until 65)		Sum of Costs and Benefits
	Participant	Public	Participant	Public	
Benefits					
Earnings	\$9,586	\$0	\$43,352	\$0	
Fringe Benefits	\$2,397	\$0	\$10,839	\$0	
Taxes	-\$1,634	\$1,634	-\$7,392	\$7,392	
Transfers					
UI	-\$213	\$213	\$444	-\$444	
Costs					
Foregone net earnings	-\$2,454	-\$388	-\$2,454	-\$388	
Program costs	\$0	-\$5,773	\$0	-\$5,773	
Benefits	\$10,135	\$1,847	\$47,242	\$6,948	
Costs	-\$2,454	-\$6,161	-\$2,454	-\$6,161	
Total (Net)	\$7,681	-\$4,314	\$44,788	\$787	\$45,575

Note: Benefits and costs are expressed in 2014 first quarter dollars.

For each participant in WIA Adult programs, the public (taxpayer) cost is \$5,773 over the length of their enrollment, and the participant cost is \$2,454 in foregone earnings while enrolled. During the first two and one-half years after leaving the program, the average participant will gain \$9,586 in earnings. During the course of working life to age 65, they will gain about \$40,898 in net earnings (earnings minus foregone earnings) and about \$10,839 in employee benefits. These are net gains compared to the earnings of similar individuals who did not participate in a workforce program. Including program costs and the net impacts on taxes and unemployment insurance benefits, the total net benefit per participant is \$44,788.

Projected participant benefits to age 65 outweigh public costs for WIA Adult services and training by a ratio of \$8 to 1, or \$44,788 to \$5,773.

From the time of leaving the program to age 65, the public is forecast to gain almost \$7,392 per participant in net additional Social Security, Medicare, federal income, and state sales



taxes; the public, however, is expected to pay out \$444 per participant in total UI benefits. The estimated lifetime net benefit to taxpayers is \$787 per participant.

Projected taxpayer net benefits to age 65 outweigh public costs invested in WIA Adult services by a ratio of \$1.20 to 1, or \$6,948 to \$5,773.

Summary, Areas for Improvement, and Further Research

The WIA program provides services for adults seeking preparation or assistance for participation in the labor force. The services depend on what participants need to find suitable employment. Approximately 55 percent of participants reviewed in this study received vocational training.

For two consecutive years, WIA Adult exiters achieved employment rates of 69 percent – the highest level since the beginning of the Great Recession. Similarly, annual earnings, even on an inflation-adjusted basis, are above pre-recession levels. The program was found to have strong net impacts on participants' employment and earnings. The strongest net impacts were for those who received vocational training. This suggests the importance of continuing to provide vocational training to a majority of program participants.

Only 8 percent of the participants reported that their program was neither helpful in finding a job nor related to their employment. Some 78 percent of participants entered the program to learn skills for a new job, and 72 percent found the skills learned to be useful in doing their job. Some 90 percent of participants reported they were satisfied with the overall quality of the program. Also, 86 percent said their educational objectives were at least partially met.

One area that could be stronger is providing participants with information on job openings, financial assistance, and government services information. Nineteen percent of participants left their program with an unmet need for job opening information, and 15 percent with unmet needs for financial assistance and government services information.

The Workforce Development Councils indicate that they will continue to work with partners to provide job seekers with information on job openings; educating job seekers on the value of online tools; utilizing resource rooms, job clubs, workshops, and one-on-one meetings with WorkSource counselors; developing social media resources; and following up with participants one year after exit.

