

WIOA Title 1-B - Adult

Participant Survey 2026

Participant Survey: WIOA Adult Programs

State statute directs the Workforce Training and Education Coordinating Board (Workforce Board) to survey workforce system participants to evaluate their experiences, outcomes, and satisfaction with workforce programs within Washington. By capturing the lived experiences of program participants, the Workforce Board can support data-informed decision-making, improve accountability, and help ensure that Washington's workforce system is equitable, effective, and responsive to both workers and the economy.

The Workforce Innovation and Opportunity Act (WIOA) Title I-B Adult program prepares individuals for employment by providing core services, access to job training, and other services. Services may include more intensive assessments, individual counseling, employment planning, and prevocational training. WIOA Title I may also pay for job training. The state's Employment Security Department administers the program. The 12 Local Workforce Development Boards oversee WIOA activities in regional areas

The survey was administered via mail, telephone, and online among a randomly selected sample of WIOA Adult participants who received job training: For WIOA Adult participants the response rate was 13.3%. See the [methodology report](#) for full details.

Recommendations

Survey responses highlight several ways programs can better support WIOA Adult participants.

On-the-job training Twenty-eight percent of respondents enrolled to get on-the-job training, but only 14% of them reported that their programs included training on the job. Expanding on-the-job training can help connect participants with workplace experiences and further their career goals.

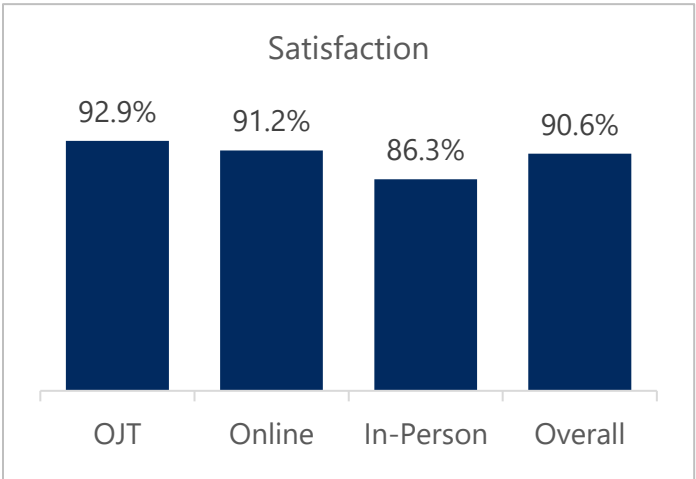
Strengthen job-search and employment support Since information on job openings was both the most-needed service (65%) and the largest unmet need (15%), programs should provide more targeted job-search assistance and regularly share current job opportunities with participants. Additional support with resumes, interviewing, and identifying jobs that match participants' skills could also help the 32% of participants who searched for work but did not find employment.

Survey findings

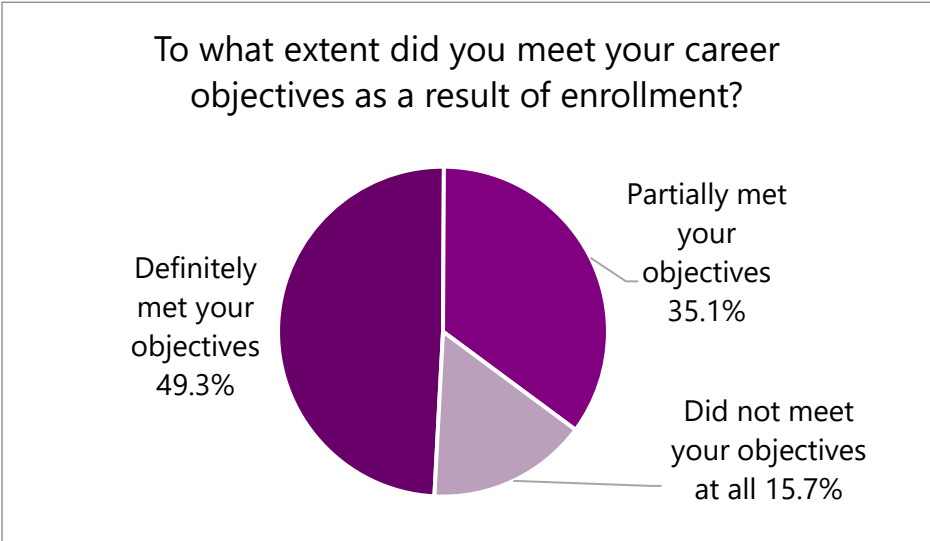
The top reasons participants enrolled in a WIOA Adult program were for job search assistance (73%) and to improve skills for a new job (68%). Another 33% want to improve skills for a current job and 28% want to get on-the-job training.

Satisfaction

WIOA Adult participants reported high levels of satisfaction across nearly every aspect of their program. While relatively few received on-the-job training (OJT), those who did were most satisfied with the on-the-job training (93% were somewhat or very satisfied). Respondents also rated the quality of online instruction highly (91%) and were satisfied with the program overall (91%). They were marginally less satisfied with the in-person instruction portion of their program (86%).



Career objectives



Participants were asked, "To what extent did you meet your career objectives as a result of enrollment?" Forty-nine percent of respondents said that they definitely met their objectives, 35% partially met their objectives, and 16% did not meet their objectives at all.

Fifty-three percent of respondents said their participation in the program led them to consider job opportunities that they weren't prepared for or wouldn't have considered before.

Services needed, received, and unmet needs¹

	Services Needed			Total Unmet Need ¹
	Of entire population	Of those who needed services	Of those who received services	Of entire population
		Received Services	Needs Met	
Career or job counseling	48.1%	83.9%	91.7%	10%
Assistance with resume writing	56.5%	83.6%	93.1%	11%
Learning how to search for a job	47.3%	80.0%	93.8%	12%
Job interviewing techniques	56.6%	87.3%	94.4%	8%
Information on job openings	64.6%	81.3%	91.6%	15%
Appropriate work attire and work-related tools	34.6%	70.5%	97.4%	10%
Childcare assistance	6.9%	33.3%	100.0%	5%
Transportation assistance	15.9%	76.2%	90.0%	5%
Housing assistance	13.8%	50.0%	91.7%	7%
Financial assistance	42.9%	81.0%	86.3%	13%
Information about government assistance	29.3%	73.7%	88.9%	11%
Disability services	11.7%	73.3%	100.0%	3%

Services needed

The services that were needed the most by WIOA Adult participants were:

- Information on job openings – 65%
- Assistance with resume writing – 57%
- Job interview techniques - 57%

¹ To determine unmet need participants were asked if they needed a service, if they received that service, and if that service met their needs. Unmet need is calculated as those who needed the service and did not receive it added to those who did receive the service, and it did not meet their needs; and is represented as a portion of the entire population.

Services received

Most WIOA Adult participants who needed services received them. However, some services, such as childcare and housing assistance, had much lower percentages of participants receiving services, under 50%.

Services met needs

Most people who needed services and were provided with those services responded that their needs were met. This ranged from a high of 100% who needed and received childcare assistance to 56% who needed and received financial assistance and 89% who needed and received information about government assistance.

Unmet needs

The top unmet needs² for participants were:

- Information on job openings - 15%
- Financial assistance - 13%
- Learning how to search for a job - 12%

On-the-job training

14% of WIOA Adult participants' programs included training on the job, such as an internship, work-based learning, or clinical experience.

Skills

Participants were asked about the training they received in their program. WIOA Adult participants most often received training in:

- Communication skills - 43% received training
 - 86% said the training improved their communication skills some or a lot.
- Teamwork skills - 37% received training
 - 98% said the training improved their teamwork skills some or a lot.

² To determine unmet need participants were asked if they needed a service, if they received that service, and if that service met their needs. Unmet need is calculated as those who needed the service and did not receive it added to those who did receive the service, and it did not meet their needs; and is represented as a portion of the entire population.

A smaller percentage of participants received training in other areas, including English as a second language, writing, reading, math, critical thinking, decision-making skills, leadership or management or machinery or equipment other than computers.

Improving skills

Forty-seven percent of participants would like to further improve their skills. Among those who wanted to improve their skills, the skills participants most want to improve are leadership or management (75%), communication (66%), and teamwork (61%).

Prior employment

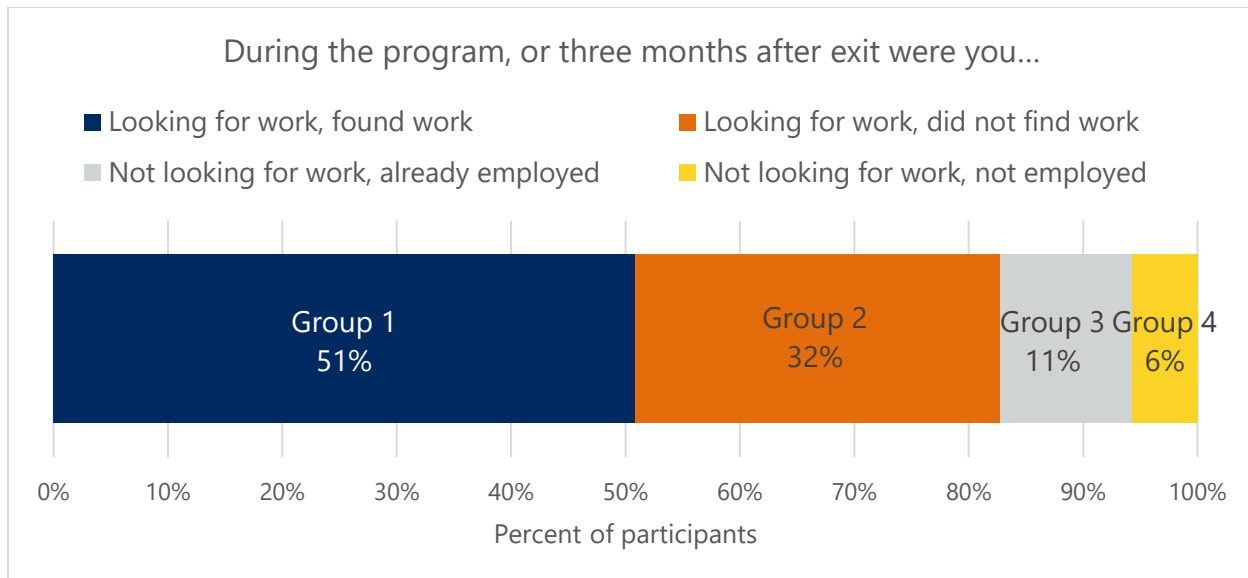
Thirty-seven percent of WIOA Adult participants did any work in the three months prior to enrolling in their WIOA Adult program. Of those who were employed in the three months prior to enrolling in their WIOA Adult program, 17% reported that the training program was very related to that job, 40% said it was somewhat related, 17% said it was a little related, and 26% said it was not related at all.

Of those who did any work in the three months prior to enrolling in a program:

- 94% of participants said it was their primary source of income
- 67% had employer-provided healthcare
- 18% were members of a union
- 22% said it was with a temporary employment agency
- 11% were self employed

Employment post-training

WIOA Adult participants were asked a series of questions to determine their post-training employment. These questions allowed participants to be grouped into four categories based on their job search activities during the program or within three months after exiting.



Participants fell into four employment groups based on whether they looked for work during their program or within three months after exiting.

- **51% looked for and found work (Group 1)**
 - 31% said their job was extremely related to their program
 - 31% said their training or work experience was essential to getting hired
 - 87% were somewhat or very satisfied with their job responsibilities
 - Satisfaction was lower for salary (81%), advancement opportunities (72%), and overall satisfaction with the job (72%)
- **32% looked for work, but did not find work (Group 2)**
 - The most common barriers to employment:
 - 47% responded that there were few jobs available in their line of work
 - 46% lacked necessary skills
 - 44% said there were few jobs available in their geographic area
- **11% were already employed and not looking for work. (Group 3)**
- **6% were not looking for work and not employed. (Group 4)**
 - 57% were still enrolled in school or a training program
 - 33% were missing necessary skills

Conclusion

Survey findings show that WIOA Adult participants are using the program to strengthen their employment skills and explore new career opportunities. Job search assistance, information on job openings, resume support, and interview preparation were among the most needed services for participants. Just half of participants found employment after participating in the

program, others continued to face barriers related to available jobs, geographic location, and skill gaps. The findings also highlight continued demand for skill development, particularly in leadership, communication, and teamwork. These results suggest that maintaining strong employment-focused services while expanding opportunities for skill development and addressing barriers to employment could further support participants in achieving their career goals.