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Training Benefits Program Report



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2016 Training Benefits Program Report

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Executive summary

Background

The Training Benefits (TB) program provides extended unemployment benefits to qualifying unemployment insurance (UI) claimants who need training for a new career. The TB program provides income support while participating individuals are in training, but does not cover the direct costs of training (e.g., tuition, books, transportation). The benefits are paid out of the state Unemployment Insurance Trust Fund. TB payments are available to qualifying UI claimants for up to 52 weeks. Total unemployment benefits paid while in the TB program include the recipient's regular unemployment benefits.

Five-year report to the Legislature

RCW 50.22.157 requires the Employment Security Department (ESD) to deliver a report to the Legislature every five years that includes the following information:

- Participant demographics;
- Number of weeks of benefits;
- Types of training;
- Employment and wages of program participants; and
- Program administrative costs.

The data in this report come from three sources: ESD administrative records; a survey of program participants conducted by the Social and Economic Sciences Research Center (SESRC) at Washington State University on behalf of ESD in spring 2016; training data from the State Board of Community and Technical Colleges (SBCTC), which was provided to ESD by the Washington State Office of Financial Management (OFM).

Key findings

Participant demographics

A review of more than 1,600 TB participants approved in FY 2016 revealed the following trends:

- Females were overrepresented among the TB population relative to the general UI claimants' population.
- Individuals 26 through 55 years of age were a larger proportion of the TB population than those under 26 and over 55.
- A larger proportion of TB participants had at least some postsecondary education relative to the general UI population.
- TB participants were concentrated in King, Snohomish and Pierce counties.
- Just over 60 percent of TB participants came from the following five industry sectors: manufacturing; public administration; retail trade; administrative and support and waste management and remediation services; and healthcare and social assistance.
- More than half of the TB participants came from the following five occupations: office and administrative support; production; management; sales and related; and installation, maintenance and repair.

Receipt of Training Benefits program and unemployment benefits

As of July 2016, TB participants approved in FY 2016 had received an average of \$430 per week and a median of \$434 per week, for an average of 34 weeks. Payment amounts are slightly higher than the average (\$413) and median (\$424) payments reported in the [2015 Training Benefits Program Annual Report](#). However, the average duration of payments is slightly lower in comparison to last year's report (37 weeks).

Payments to TB participants included funds from regular unemployment benefits and the TB program. Estimates of average and median payments, as well as average duration of payments will likely change, since a portion of the TB participants analyzed in this report are still receiving weekly benefits.

Analysis of training

This report analyzes information on training through the state's community and technical colleges for approximately 6,608 TB participants approved in calendar years 2012 through 2014, which coincide with academic years 2011-2012 through 2015-2016.

Just over 5,800 of those approved for the TB program during this period completed more than 94,000 courses in the state community and technical college system, and just under 2,800 of those participants took developmental education courses. Slightly more than 3,000 participants completed one or more certificate or degree programs. Participants completed more degrees or certificates in technical accounting and bookkeeping than any other program of study.

Experiences with the Training Benefits program

ESD surveyed approximately 6,600 TB participants approved in calendar years 2012 through 2014 to learn about their experiences.

- Of those responding to the survey, 91.9 percent stated that they had started their training.
- Of those who stated they had started their training, almost three-quarters of respondents (73.2 percent) reported that the job they were training for required a degree, certificate or license.
- Of those who had started training, 61.9 percent stated that they had completed their training, 20.3 percent had not completed training and 16.4 percent were still in training.
- Of those who stated they had not completed training, 53.6 percent stated that their unemployment benefits ended before completion of their TB program.
- Of those who stated they had completed training, an equal proportion of participants (51.5 percent) reported using Training Benefits funds and personal funds to pay for their training.

Employment and wages of program participants

For TB participants approved in calendar years 2012 and 2013, ESD compared earnings prior to layoff to participants' earnings after their Training Benefits ended. Immediately after benefits ended, participant earnings were lower than they were prior to program participation, but gradually approached pre-training levels over the following two years.

Numerous studies have found that dislocated workers¹ who retrain for new careers experience a drop in their earnings after training compared to their earnings before training. However, their earnings tend to rise for a number of years after training completion. Earnings for those who have retrained tend to be higher than for those who have not retrained, though somewhat lower than their pre-layoff earnings.

Program administrative costs

TB program administrative costs totaled \$944,420 in FY 2016. This represents an increase over the \$838,866 reported in the *2015 TB Annual Report*. Program administrative costs are projected to be \$1,002,745 million in FY 2017. During FY 2016, the average cost to process an application was \$322, an increase over the \$284 recorded in last year's TB report. The average cost to process an application is projected to be \$342 in FY 2017.

Training Benefits funding obligations

Through Aug. 13, 2016, a total of \$230,763,019 has been paid out of TB funds over the history of the program. This represents about 58 percent of total funds made available for the program. A total of \$12,133,169 was paid out in FY 2016 and \$1,175,919 through Aug. 13, 2016, of FY 2017. The balance of future obligations is \$3,141,698.

¹ A dislocated worker is an individual who has been laid off, is eligible for unemployment benefits, and is unlikely to return to his or her previous occupation or industry due to foreign competition or technological change. Not all employees affected by a major layoff will be dislocated workers. They might have job skills that are in demand and can return to work in their previous industry or occupation.

Introduction

Background on the Training Benefits program

In 2000, the Washington State Legislature enacted Substitute House Bill 3077, which created the Training Benefits (TB) program. The program allocates up to \$20 million each year from the Unemployment Insurance Trust Fund to provide additional weeks of unemployment benefits to qualifying claimants who need training to obtain a new job.

To qualify for the program, claimants must enroll in training that will prepare them for a high-demand occupation. On an annual basis, the Employment Security Department (ESD) develops an initial list identifying occupations that are “in demand,” “balanced” and “not in demand” at the state and workforce development area level. The local workforce development councils then review, adjust and approve that initial list based on their local, on-the-ground experience.²

Participants do not have to look for work as long as they are enrolled and making satisfactory progress in an approved training program.³ TB funds do not support the direct costs of training (e.g., tuition, books, transportation) and are not charged to employers for purposes of calculating experience-rated unemployment taxes.⁴

Enrollment in and eligibility for Training Benefits

Individuals approved for the TB program may enroll in an approved training program and have their work-search requirement waived while receiving up to 52 weeks of unemployment benefits. This 52-week total includes the recipient’s regular unemployment benefits, which must be utilized before the training benefits kick in. During the period when federal extensions of benefits were in place, Training Benefits have been paid only after the TB participant exhausted his or her regular benefits, any emergency unemployment compensation (EUC) benefits and, effective July 3, 2011,⁵ any extended benefits (EB).

When these extensions were at their peak number of available weeks, individuals approved for the TB program could receive up to a maximum of 125 weeks of benefits. That statutory maximum declined from early 2012 until federal extensions ended on Dec. 29, 2013. Currently, an individual approved for the TB program will be eligible only for his or her regular unemployment benefits plus the Training Benefits, for a total of up to 52 weeks.

² As required by [RCW 50.22.150](#) and [50.22.155](#).

³ Commissioner-Approved Training is not funded through the funds allocated to the TB program. Commissioner-Approved Training is paid through regular and federally funded unemployment benefits.

⁴ EHB 1091 of 2011 amended the law so that benefits are not charged to employers beginning with the date of approval rather than upon the first payment from TB funds, as of FY 2013.

⁵ [RCW 50.22.155](#).

In some cases, participants approved for the TB program may have ended their training before receiving any payments from TB program funds. That is because they were in training and receiving unemployment benefits under federal benefit extensions and they completed their training plan before they reached the point at which TB funds could be used during their approved training-plan period.

Eligibility for the TB program requires claimants to be in one of the following categories:

- Dislocated workers;⁶
- Certain low-income workers whose earning potential will be enhanced with training;⁷
- Honorably discharged veterans who served in the military or Washington National Guard in the 12-month period prior to application;
- Individuals currently serving in the Washington National Guard; and
- Individuals who are disabled and unable to return to their previous occupations.

Prior to passage of EHB 1091 in 2011, TB program eligibility required claimants to submit a training plan within 90 days after being notified about the program and to enter an approved training program within 120 days after being notified about the TB program. Under the provisions of EHB 1091, these requirements were eliminated for dislocated-worker claimants who had an effective date of claim on or after July 1, 2012. The original deadlines for submitting a training plan and entering a training program still apply to the other categories of eligible claimants.

EHB 1091 also expanded the definition of “dislocated worker” for claimants with an effective date of claim on or after July 1, 2012.

For all categories of claimants eligible for training benefits other than dislocated workers, approved program participants must enroll in training as full-time students. Provisions of EHB 1091 waived this requirement for dislocated-worker claimants with an effective date of claim on or after July 1, 2012.

Claimants in the categories for whom the submission and enrollment deadlines apply may receive a waiver for missing the deadlines if the Employment Security Commissioner determines they had good cause for doing so. Similarly, claimants for whom the full-time enrollment requirement remains in effect may participate in part-time training if a physical, mental or emotional disability prevents full-time enrollment.

⁶ A dislocated worker is an individual who has been laid off, is eligible for unemployment benefits, and is unlikely to return to his or her previous occupation or industry due to foreign competition or technological change. Not all employees affected by a major layoff will be dislocated workers. They might have job skills that are in demand and may return to work in their previous industry or occupation.

⁷ For those TB applicants filing after Jan. 1, 2015, anyone earning \$12.35 per hour or less is considered to meet the low income eligibility threshold. This threshold did not change in 2016. ESD calculates these wage rates by dividing the total number of hours in the base year of the unemployment claim into the total wages during the same period. Source: ESD, Unemployment Benefit Administration and Policy

The five-year report to the Legislature

RCW 50.22.157 requires the Employment Security Department to deliver a report to the Legislature every five years. The report must include:

- A demographic analysis of participants in the TB program, including the number of claimants by industry of their last employer and the gender, race, age and geographic distribution of participants;
- The number of weeks of benefits claimed per claimant;
- An analysis of the training provided to participants including: the occupational category supported by the training; whether the training would lead to employment in an occupation in demand in the economy; whether a degree or certificate is required in order to get a job in the occupation chosen; a comparison of participants who complete training in relationship to those who do not; the number of participants taking courses in basic skills; the reasons for not completing approved training programs;
- The employment and wage history of participants including: the pre-training and post-training wages; the work participants engaged in before they were laid off; whether those participating in training return to their previous employers within two years after training terminates; whether participants are reemployed in a field for which they were retrained; and
- An identification and analysis of local and state administrative costs for operating this program; a projection of program costs for the next fiscal year; the total funds obligated for Training Benefits; and the net balance remaining to be obligated, given the restrictions in current law.

Data sources

Data in this report come from three sources: ESD administrative records; a survey of program participants conducted by the Social and Economic Sciences Research Center (SESRC) at Washington State University on behalf of ESD in spring 2016; and training data from the State Board of Community and Technical Colleges (SBCTC), which was provided to ESD by the Office of Financial Management (OFM).

In the spring of 2016, SESRC conducted a survey of the 6,608 claimants approved for the TB program from Jan. 1, 2012, through Dec. 31, 2014. The survey was conducted under contract with ESD and included both telephone and internet questionnaires. SESRC received 2,936 usable responses from this survey, for a response rate of 44.4 percent.

A small percentage of TB participants chose to enroll in training with private educational providers. Training outcomes for these participants are not reflected in this report.

Findings

There are two groups of TB participants discussed in this report. The first group is participants approved for the program during state fiscal year (FY) 2016, from July 2015 through June 2016. Program administrative data on this group provide the basis for an analysis of participants' demographics and weeks of benefits.

To track employment and earnings outcomes, the second group of participants is those individuals approved for the program during calendar years (CY) 2012 through 2014. The results of SESRC's survey and SBCTC's administrative data on this group, provided by OFM, serve as the basis for a longer-term analysis of the types of training, employment and wages of participants.

Participant demographics: Training Benefits participants approved during FY 2016

The demographic data in this report are consistent with previous years' reports.⁸ While the population of all UI claimants was nearly two-thirds male, the male/female distribution of TB participants was approximately equal. As shown in *Figure 1*, participants approved for the TB program in FY 2016 were 47.5 percent female, compared to 34.2 percent of all UI claimants. In contrast, 52.4 percent of participants were male, but males comprised 65.8 percent of all UI claimants.

Over three-quarters of all participants were ages 26 through 55 in FY 2016, a distribution similar to those reported in previous years' reports.

The average age of TB participants was 41.0 years of age in FY 2016, while the average age for all UI claimants was 42.5. For FY 2016, there were more TB participants ages 26 through 45, 54.3 percent, compared to all UI claimants at 47.9 percent (*Figure 1*).

Individuals under 26 years of age and over 45 were under-represented in the TB program. For FY 2016, 0.6 percent of TB participants were under 21 compared to 1.3 percent for all UI claimants. A total of 37.4 percent of TB participants were over 45 years of age, compared to 42.6 percent for all claimants.

In terms of race and ethnicity, *Figure 1* shows that a somewhat higher proportion of individuals who are Black and Asian/Pacific Islander enrolled in the TB program than overall UI claimants. In contrast, a somewhat lower proportion of individuals who are Hispanic and Native American/Alaskan Native enrolled in the TB program than overall UI claimants in FY 2016.

⁸ Previous years' annual Training Benefits reports are available at <https://esd.wa.gov/labormarketinfo/training-benefits> in the report library.

Figure 1. Demographic characteristics of TB participants approved in FY 2016
 Washington state, FY 2016
 Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| Demographics | FY 2016 | | |
|---------------------------------|----------------------------------|-------------------|------------------------------|
| | Approved TB participants* | Percent of total* | Percent of all UI claimants* |
| Gender | | | |
| Male | 856 | 52.4% | 65.8% |
| Female | 776 | 47.5% | 34.2% |
| Data not available | 2 | 0.1% | 0.0% |
| Total | 1,634 | 100% | 100.0% |
| Race | | | |
| Black | 150 | 9.2% | 5.4% |
| Asian, Pacific Islander | 135 | 8.3% | 5.9% |
| White | 1,023 | 62.6% | 64.5% |
| Hispanic | 202 | 12.4% | 15.9% |
| Native American, Alaskan Native | 25 | 1.5% | 1.9% |
| Other | 99 | 6.1% | 4.5% |
| Total | 1,634 | 100.1% | 100.1% |
| Age | Approved TB participants* | | All UI claimants* |
| Average age | 41.0 | | 42.5 |
| Under 21 | 10 | 0.6% | 1.3% |
| 21 to 25 | 123 | 7.5% | 8.2% |
| 26 to 35 | 492 | 30.1% | 25.2% |
| 36 to 45 | 396 | 24.2% | 22.7% |
| 46 to 55 | 382 | 23.4% | 24.1% |
| Over 55 | 229 | 14.0% | 18.5% |
| Data not available | 2 | 0.1% | 0.0% |
| Total | 1,634 | 99.9% | 100.0% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to its individual parts in the referenced figure; this is due to rounding and unknowns.

Individuals approved for the TB program were more likely to be female compared to all UI claimants. Participants were also more likely to be in the prime working years of 26 to 45 years of age.

Participant education

TB participants approved during FY 2016 had more education than UI claimants as a group (*Figure 2*). This trend is consistent with previous years' reports.

In FY 2016, those individuals with postsecondary education made up 55.3 percent of TB participants and 45.6 percent of all UI claimants. Similarly, the majority of TB participants and all UI claimants had a high school diploma or GED (40.5 and 40.6 percent, respectively). Very few TB participants had less than a high school diploma (4.2 percent) compared to all UI claimants (13.8 percent).

Figure 2. Education level of TB participants approved in FY 2016

Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| Education level | FY 2016 | | |
|-------------------------------|---------------------------|-------------------|------------------------------|
| | Approved TB participants* | Percent of total* | Percent of all UI claimants* |
| Less than high school diploma | 69 | 4.2% | 13.8% |
| GED | 88 | 5.4% | 4.2% |
| High school diploma | 573 | 35.1% | 36.4% |
| Some college, no degree | 342 | 20.9% | 13.1% |
| Associate degree | 266 | 16.3% | 14.0% |
| Bachelor's degree and above | 294 | 18.0% | 18.5% |
| Data not available | 2 | 0.1% | 0.0% |
| Total | 1,634 | 100.0% | 100.0% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figure; this is due to rounding.

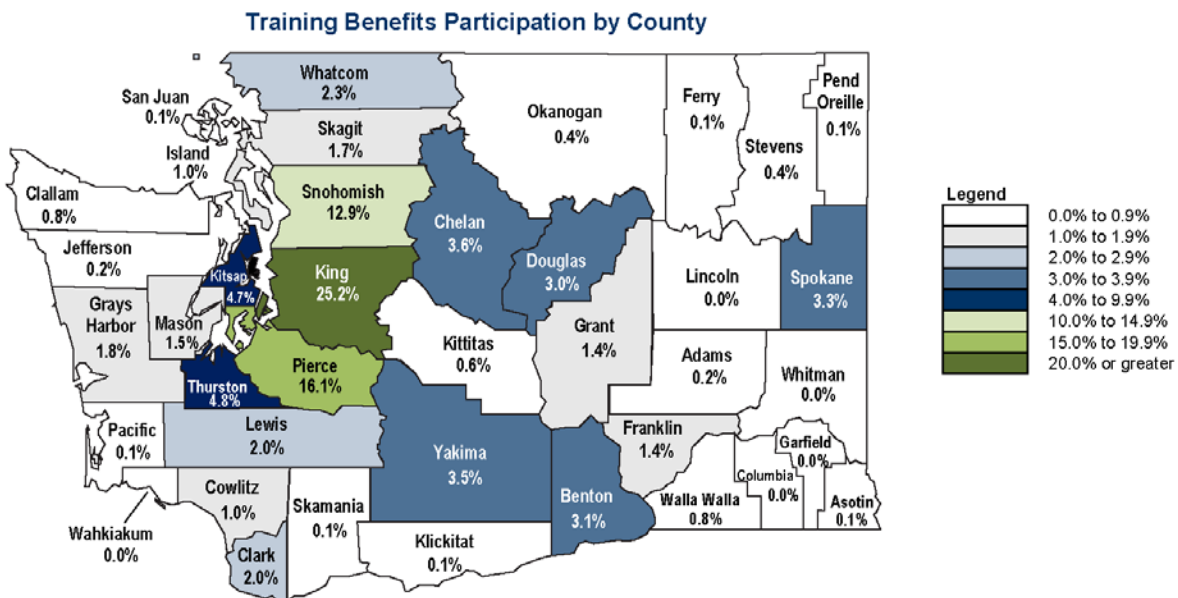
TB participants had more education than UI claimants overall. The majority of TB participants had some postsecondary education prior to enrolling in the TB program.

Geographic distribution of participants

The greatest number of participants, 54.2 percent, approved for the TB program in FY 2016 resided in King, Snohomish and Pierce counties. This compares to 43.6 percent of all UI claimants in those counties during FY 2016 (*Figure 4*). The map in *Figure 3* displays the geographic distribution of participants who were approved for the program in FY 2016.

Figure 3. Distribution of TB participants approved in FY 2016 by county of residence* Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data



*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figure; this is due to rounding and unknowns.

TB participants were concentrated in King, Snohomish and Pierce counties in FY 2016.

Figure 4. County of residence of TB participants approved in FY 2016

Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| County | FY 2016 | | |
|--------------------|---------------------------|-------------------|------------------------------|
| | Approved TB participants* | Percent of total* | Percent of all UI claimants* |
| Adams | 4 | 0.2% | 0.5% |
| Asotin | 1 | 0.1% | 0.1% |
| Benton | 51 | 3.1% | 3.0% |
| Chelan | 58 | 3.6% | 1.7% |
| Clallam | 13 | 0.8% | 1.0% |
| Clark | 32 | 2.0% | 4.0% |
| Columbia | 0 | 0.0% | 0.0% |
| Cowlitz | 16 | 1.0% | 1.5% |
| Douglas | 49 | 3.0% | 0.9% |
| Ferry | 1 | 0.1% | 0.1% |
| Franklin | 23 | 1.4% | 1.9% |
| Garfield | 0 | 0.0% | 0.0% |
| Grant | 22 | 1.4% | 2.2% |
| Grays Harbor | 29 | 1.8% | 1.2% |
| Island | 16 | 1.0% | 0.7% |
| Jefferson | 4 | 0.2% | 0.3% |
| King | 409 | 25.2% | 22.6% |
| Kitsap | 77 | 4.7% | 2.5% |
| Kittitas | 10 | 0.6% | 0.6% |
| Klickitat | 1 | 0.1% | 0.3% |
| Lewis | 32 | 2.0% | 1.3% |
| Lincoln | 0 | 0.0% | 0.1% |
| Mason | 24 | 1.5% | 0.7% |
| Okanogan | 6 | 0.4% | 1.0% |
| Pacific | 2 | 0.1% | 0.3% |
| Pend Oreille | 1 | 0.1% | 0.2% |
| Pierce | 261 | 16.1% | 11.6% |
| San Juan | 1 | 0.1% | 0.1% |
| Skagit | 28 | 1.7% | 2.1% |
| Skamania | 1 | 0.1% | 0.1% |
| Snohomish | 209 | 12.9% | 9.4% |
| Spokane | 53 | 3.3% | 7.0% |
| Stevens | 6 | 0.4% | 0.8% |
| Thurston | 78 | 4.8% | 3.2% |
| Wahkiakum | 0 | 0.0% | 0.0% |
| Walla Walla | 13 | 0.8% | 0.6% |
| Whatcom | 37 | 2.3% | 2.8% |
| Whitman | 0 | 0.0% | 0.2% |
| Yakima | 57 | 3.5% | 6.6% |
| Data not available | 9 | 0.0% | 6.7% |
| Total | 1,634 | 100% | 100% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figure; this due to rounding and unknowns.

The greatest portion of TB participants resided in King, Snohomish and Pierce counties – 54.2 percent in FY 2016. In contrast, about 43.6 percent of all unemployment benefits recipients resided in these counties.

Industry and occupation of participants before training

Industry refers to an employer's principal line of business, while an occupation refers to the kind of work a worker does. For example, a secretary working for an aerospace manufacturer has the occupation of secretary, but is classified as working in the aerospace industry.

Occupations in this report are specific to the experience of individual UI claimants, who provide their current occupational information when they file a claim for unemployment benefits.

Industry classification of participants prior to training

Over half of TB participants approved in FY 2016 (60.3 percent) were previously employed in the following five industry sectors:

- Manufacturing (19.0 percent);
- Public administration (15.5 percent);
- Retail trade (10.0 percent);
- Administrative and support and waste management and remediation services (8.3 percent); and
- Healthcare and social assistance (7.5 percent).

Workers from these industry sectors represented only 38.2 percent of all UI claimants in FY 2016 (*Figure 5*).

In FY 2016, unemployed workers coming from the following industry sectors each were less than one percent of the TB participants: management of companies and enterprises; mining and utilities.

Figure 5. Prior industry of employment of TB participants approved in FY 2016

Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| Industry | FY 2016 | | |
|---|---------------------------|-------------------|------------------------------|
| | Approved TB participants* | Percent of total* | Percent of all UI claimants* |
| Manufacturing | 310 | 19.0% | 12.7% |
| Public administration | 253 | 15.5% | 4.1% |
| Retail trade | 163 | 10.0% | 6.8% |
| Admin. and support and waste mgmt. and remediation services | 136 | 8.3% | 8.0% |
| Healthcare and social assistance | 122 | 7.5% | 6.6% |
| Professional, scientific and technical services | 111 | 6.8% | 5.8% |
| Finance and insurance | 70 | 4.3% | 2.2% |
| Construction | 63 | 3.9% | 17.3% |
| Wholesale trade | 60 | 3.7% | 4.5% |
| Transportation and warehousing | 49 | 3.0% | 3.8% |
| Information | 47 | 2.9% | 2.2% |
| Accommodation and food services | 45 | 2.8% | 4.4% |
| Educational services | 38 | 2.3% | 1.5% |
| Other services (except public administration) | 34 | 2.1% | 2.0% |
| Arts, entertainment and recreation | 30 | 1.8% | 1.4% |
| Agriculture, forestry, fishing and hunting | 21 | 1.3% | 7.2% |
| Real estate renting and leasing | 19 | 1.2% | 1.2% |
| Management of companies and enterprises | 2 | 0.1% | 0.1% |
| Mining | 2 | 0.1% | 0.2% |
| Utilities | 0 | 0.0% | 0.2% |
| Data not available | 59 | 3.6% | 7.7% |
| Total | 1,634 | 100.2% | 99.9% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figure; this is due to rounding.

Over half of all TB participants were former employees of the following industry sectors: manufacturing; public administration; retail trade; administration and support and waste management and remediation services; and healthcare and social assistance.

Occupational classification of participants prior to training

Over half of TB participants approved in FY 2016 (55.6 percent) were previously employed in the following five occupations: office and administrative support; production; management; sales and related; and installation, maintenance and repair. (Figure 6).

Of those top occupations, office and administrative support; production; sales and related; and installation, maintenance and repair had higher representation among TB participants than among all UI claimants. The reverse was true for those who previously worked in management occupations.

Workers previously employed in the following two occupations were less than 1.0 percent of TB participants approved in FY 2016: building and grounds cleaning and maintenance; and legal.

Figure 6. Prior occupations of TB participants approved in FY 2016

Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| Occupational group | FY 2016 | | |
|---|---------------------------|-------------------|------------------------------|
| | Approved TB participants* | Percent of total* | Percent of all UI claimants* |
| Office and administrative support | 322 | 19.7% | 10.1% |
| Production | 228 | 14.0% | 11.6% |
| Management | 147 | 9.0% | 9.8% |
| Sales and related | 115 | 7.0% | 5.2% |
| Installation, maintenance and repair | 96 | 5.9% | 4.5% |
| Construction and extraction | 87 | 5.3% | 17.8% |
| Business and financial operations | 71 | 4.3% | 2.9% |
| Military specific | 70 | 4.3% | 0.6% |
| Transportation and material moving | 69 | 4.2% | 8.7% |
| Computer and mathematical | 59 | 3.6% | 3.1% |
| Architecture and engineering | 52 | 3.2% | 1.8% |
| Personal care and service | 49 | 3.0% | 2.0% |
| Arts, design, entertainment, sports and media | 42 | 2.6% | 1.7% |
| Food preparation and serving related | 36 | 2.2% | 4.0% |
| Healthcare support | 33 | 2.0% | 1.4% |
| Protective service | 33 | 2.0% | 1.2% |
| Healthcare practitioners and technical | 24 | 1.5% | 1.4% |
| Life, physical and social science | 24 | 1.5% | 1.1% |
| Education, training and library | 18 | 1.1% | 1.3% |
| Farming, fishing and forestry | 18 | 1.1% | 6.0% |
| Community and social service | 18 | 1.1% | 0.8% |
| Building and grounds cleaning and maintenance | 13 | 0.8% | 2.6% |
| Legal | 8 | 0.5% | 0.5% |
| Data not available | 2 | 0.1% | 0.0% |
| Total | 1,634 | 100.0% | 100.1% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figures; this is due to rounding.

Over one-half of all TB participants worked in the following occupations prior to TB program participation: office and administrative support; production; management; sales and related; and installation maintenance and repair. .

Unemployment benefits and Training Benefits payments received

Figure 7 shows the unemployment benefits and TB program payments made to participants approved in FY 2016, as of July 2016. These numbers will most likely change, since a portion of these TB participants are still receiving weekly benefits.

To date, TB participants approved in FY 2016 have collected an average of \$430 per week and a median of \$434 per week, for an average of 34 weeks. The average duration for FY 2015 was 37 weeks, with a median of 38 weeks. These payments include funds paid from regular unemployment benefits and the TB program.

For participants approved in FY 2016, 967 of 1,634 have received payments from TB funds as of July 2016. Those payments have totaled about \$7.2 million, for an average of \$7,439 per participant from TB funds.⁹

The average and median weekly benefit amounts for all UI claimants were lower (\$398 and \$374, respectively) than TB participants (\$430 and \$434, respectively). This indicates that TB participants were earning more than non-participants prior to being laid off. A total of 154,214 UI claimants did *not* participate in the TB program in FY 2016.

Figure 7. TB participants and UI claimants' receipt of benefits, current dollars, for participants approved in FY 2016 Washington state, FY 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse

| Unemployment benefits and TB paid | FY 2016 |
|---|---------------|
| Total unemployment benefits paid | \$734,856,810 |
| UI claimants | 155,848 |
| Average number of weeks UI benefits paid | 12 |
| Median number of weeks UI benefits paid | 10 |
| Average weekly UI benefits paid | \$398 |
| Median weekly UI benefits paid | \$374 |
| Total paid from TB program funds | \$7,193,695 |
| Total participants approved for TB | 1,634 |
| Total participants receiving benefits from TB funds | 967 |
| Average number of weeks paid from TB funds | 18 |
| Median number of weeks paid from TB funds | 19 |
| Average weekly UI benefits paid from TB funds | \$423 |
| Median weekly UI benefits paid from TB funds | \$430 |

TB funds account for only a portion of the total unemployment benefits received by program participants.

⁹ These figures only reflect those individuals who received payments from TB funds.

Types of training and program completions for Training Benefits participants approved from 2012 through 2014

To better understand the training experience and employment prospects of TB participants, this report looks at the 6,608 participants who were approved for the program from calendar years (CY) 2012 through 2014. In addition to ESD's administrative records, two sources of data are essential to this effort: training data from the SBCTC, which was provided by OFM, and data from the survey of program participants.

Enrollment in the state's community and technical college system

The OFM provided information from the SBCTC for TB participants enrolled in training during the 2011-2012, 2012-2013, 2013-2014, 2014-2015 and 2015-2016 academic years (*Figure 8*).

During these academic years, 5,840 TB participants completed 94,420 courses of the 104,858 courses they attempted for a 90.0 percent completion rate. This rate is similar to the 90.8 percent reported in the 2015 TB report for participants approved in CY 2011 through CY 2013.¹⁰

The five most common areas in which participants attempted courses were: developmental computational skills; office management and supervision; business administration and management; technical accounting and bookkeeping; and general microcomputer applications.

Developmental education to improve employability

To improve their ability to get a job, some TB participants took developmental education courses in such areas as computational skills, English as a second language, reading and writing skills. For the 2012-2013 through 2015-2016 academic years, 2,799 TB participants attempted a total of 7,895 developmental education courses. TB participants completed 6,331 courses within nine developmental course areas, including the "other" category, for a completion rate of 80.2 percent (*Figure 8*).

The most common type of developmental education was in computational skills. TB participants attempted 5,353 courses in computational skills and completed 4,457 of these courses during the 2011-2012 through 2015-2016 academic years, for an 83.3 percent completion rate. Writing, adult basic education, and English as a second language comprised 1,877 attempted courses, of which 1,270 were completed, for an overall completion rate for this set of courses of 67.7 percent.

¹⁰ See: "2015 Training Benefits Program Annual Report," Washington State Employment Security Department, Labor Market and Performance Analysis, December 2015, page 18.

Figure 8. Developmental education courses for TB participants
Washington state, academic years 2011-2012 through 2015-2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse; State Board for Community and Technical Colleges; Washington State Office of Financial Management

| Developmental education courses | Attempted | Completed | Percent completed |
|---------------------------------|--------------|--------------|-------------------|
| Computational skills | 5,353 | 4,457 | 83.3% |
| Writing | 836 | 766 | 91.6% |
| Adult basic education | 581 | 240 | 41.3% |
| English as a second language | 460 | 264 | 57.4% |
| Reading | 225 | 210 | 93.3% |
| Coordinated studies | 292 | 265 | 90.8% |
| Career exploration | 8 | 0 | 0.0% |
| Workplace basics 2 | 7 | 7 | 100.0% |
| Other | 133 | 122 | 91.7% |
| Total | 7,895 | 6,331 | 80.2% |

More than 65 percent of developmental education courses taken were in computational skills.

Completion of certificates and degrees

TB participants are approved for one college program of study. However, a TB participant can earn more than one certificate or degree under that program. For instance, a participant in a nursing program may achieve an intermediary completion, such as obtaining a certain number of credits or training hours, before attaining a professional license or certificate. Also, participants may take classes in addition to those in their approved TB training plan, which could result in more than one certificate or degree.

A total of 3,010 TB participants completed one or more certificate or degree programs to earn a total of 5,635 degrees or certificates overall for the combined academic years of 2011-2012 through 2015-2016.

Figure 9 shows the top 10 programs completed by program of study. Within the top 10, a total of 1,345 TB participants completed a total of 2,110 certificates, degrees or both.

Figure 9. Top 10 certificates and degrees for TB participants, by program of study¹¹

Washington state, academic years 2011-2012 through 2015-2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse; State Board for Community and Technical Colleges; Washington State Office of Financial Management

| Top 10 programs | Number of participants | Number of certificates and degrees |
|--|------------------------|------------------------------------|
| Technical accounting and bookkeeping | 262 | 510 |
| Technical welding | 92 | 256 |
| Liberal arts and sciences | 239 | 245 |
| Business administration and management | 161 | 212 |
| Computer systems networking and telecommunications | 125 | 180 |
| Medical/clinical assistant | 105 | 152 |
| Nursing assistant/aide | 146 | 152 |
| General microcomputer applications | 96 | 139 |
| Marketing management | 81 | 138 |
| Auto mechanics | 38 | 126 |
| Total | 1,345 | 2,110 |

TB participants completed certificate or degree programs in technical accounting and bookkeeping in larger numbers than any other program of study.

Experiences with the Training Benefits program

The results of this survey are largely the same as last year's survey. This is not surprising since participants from two of last year's three-year group overlapped with this year's – those approved in CY 2012 and CY 2013.

Did the participant complete training?

Of the 2,936 survey respondents, 2,698, or 91.9 percent, indicated that they had started their training.¹² Of those who started training, 1,671 participants, or 61.9 percent of respondents, indicated that they completed their training. The remaining 1,027 respondents were split among 548 participants, or 20.3 percent, who did not complete their training, 443, or 16.4 percent, who were still in training and a remaining 36 participants, or 1.3 percent, with unknown status.

¹¹ Programs of study are based on the Classification of Instructional Programs (CIP) system.

¹² Of the 6,608 persons surveyed, we received responses from 2,936 individuals. This corresponds to a response rate of 44.4%.

Reasons for withdrawing from training

The 548 respondents to the survey who did not complete their training selected one or more of six possible reasons for not completing their approved training plan (*Figure 10*). Many of these respondents (53.6 percent) stated that their unemployment benefits ran out before they completed their programs. Another 230 individuals, or 42.0 percent, stated they needed to find a job rather than continue in school. Another 228 participants, or 41.6 percent, found a job that met their needs, while 194 (35.4 percent) had insufficient funds for tuition, fees and books. Sixty-eight individuals, or 12.4 percent, indicated that they returned to their former job.

Figure 10. Reasons TB participants gave for not completing their training plan, for participants approved in CY 2012 through CY 2014

Washington state, spring 2016

Source: Employment Security Department/LMPA, Training Benefits survey

| Reasons for withdrawal from training | Number* | Percent of total |
|---|---------|------------------|
| Unemployment benefits ended before completion | 294 | 53.6% |
| Needed to find a job rather than continue school | 230 | 42.0% |
| Found a job that met current needs | 228 | 41.6% |
| Other | 214 | 39.1% |
| Insufficient funds for tuition, fees, books, etc. | 194 | 35.4% |
| Returned to former job | 68 | 12.4% |

*A TB participant could give more than one reason for not completing his or her TB program plan.

The largest proportion of individuals who had not completed their training (53.6 percent) reported their unemployment benefits ran out before they completed their training.

How program participants paid for tuition

Figure 11 shows how participants paid for their tuition. Some TB participants had multiple sources of funds to pay for their training, that is, their tuition. Of the 1,671 respondents who completed training, the greatest proportion of individuals reported using personal funds and/or TB weekly funds to pay for tuition (51.5 percent). Financial assistance from the school or college ranked third at 51.0 percent; other governmental assistance was fourth at 39.3 percent; and family support made up 19.2 percent of the total respondents who reported funding sources.

Figure 11. Ways TB participants paid for tuition, for TB participants approved in CY 2012 through CY 2014

Washington state, spring 2016

Source: Employment Security Department/LMPA, Training Benefits survey

| Source of funding | Number* | Percent of total |
|--|---------|------------------|
| Personal funds | 860 | 51.5% |
| TB weekly funds | 860 | 51.5% |
| Financial assistance through school or college | 853 | 51.0% |
| Other governmental assistance | 656 | 39.3% |
| Other | 379 | 22.7% |
| Family support | 321 | 19.2% |

*A TB participant could indicate more than one source of funding for his or her tuition.

The most commonly reported sources of funding to pay for tuition were personal funds and TB weekly funds.

Was a degree, certificate or license required for the job for which participants were training?

The TB participants were asked whether the job they were training for required a degree, certificate or license. Of the 2,796 individuals responding to this question, 73.2 percent said yes; 16.1 percent responded no; and 10.7 percent did not know.

Occupations of participants after returning to work

Of the 2,936 respondents to the survey, 1,273 provided information on their occupation after training. A total of 175 respondents, 13.7 percent, said they worked in office and administrative support occupations. The top five occupational groups in which respondents found work provided 597, or 46.9 percent, of the 1,273 occupations reported. The bottom four occupational groups provided only 44 of the occupations reported, or 3.5 percent (*Figure 12*).

Figure 12. Occupations of TB participants who returned to work, for participants approved in CY 2012 through CY 2014 Washington state, spring 2016

Source: Employment Security Department/LMPA, Training Benefits survey

| Occupational group of TB program participants who returned to work | Number | Percentage of total* |
|--|--------------|----------------------|
| Office and administrative support | 175 | 13.7% |
| Healthcare practitioners and technical | 124 | 9.7% |
| Computer and mathematical | 115 | 9.0% |
| Healthcare support | 95 | 7.5% |
| Installation, maintenance and repair | 88 | 6.9% |
| Production | 86 | 6.8% |
| Management | 84 | 6.6% |
| Business and financial operations | 76 | 6.0% |
| Architecture and engineering | 56 | 4.4% |
| Sales and related | 53 | 4.2% |
| Education, training and library | 53 | 4.2% |
| Community and social services | 45 | 3.5% |
| Transportation and material moving | 42 | 3.3% |
| Construction and extraction | 37 | 2.9% |
| Personal care and service | 28 | 2.2% |
| Arts, design, entertainment, sports and media | 24 | 1.9% |
| Food preparation and serving related | 16 | 1.3% |
| Protective service | 16 | 1.3% |
| Life, physical and social science | 16 | 1.3% |
| Legal | 15 | 1.2% |
| Unknown | 14 | 1.1% |
| Building and grounds cleaning and maintenance | 10 | 0.8% |
| Farming, fishing and forestry | 5 | 0.4% |
| Total | 1,273 | 100.2% |

*The whole may not necessarily equal the total sum of its parts. In some instances, the sum is not equal to or is even greater than its individual parts in the referenced figure; this is due to rounding.

The top five occupational groups provided nearly one-half of the total employment reported by TB participants.

Did participants return to their former employers?

Of the 1,270 respondents who replied whether or not they went back to work for the same employer they were laid off from,¹³ 71, or 5.6 percent, said they returned to the employer they had when they were laid off; 1,199 respondents, 94.4 percent, were working for another employer.

Was the training helpful in getting a new job?

TB participants were asked if the training helped them get their job. There were 1,271 responses to this question. More than three-fifths, 64.8 percent, reported that the training was “very helpful.” Another 12.4 percent indicated that the training was “not at all helpful.” The remaining respondents indicated their training was “moderately helpful” (12.7 percent) or “a little helpful” (10.0 percent).

Were participants employed in a field for which the participants were retrained?

TB participants were asked if they were employed in a field for which they were retrained. There were 1,270 responses to this question, and 71.0 percent indicated they were employed in a field for which they had been retrained. The remaining 368 respondents, or 29.0 percent, answered in the negative.

Employment and wage history of Training Benefits participants

Figures 13 and 14 show the pre- and post-TB earnings of TB participants who were employed based on the calendar year in which they were approved for the TB program. *Figure 13* shows the four quarters of earnings prior to the quarter in which individuals filed a claim for unemployment benefits and the eight quarters of earnings starting in the quarter after benefits ended in CY 2012 and CY 2013.¹⁴ These data come from UI administrative data and are separate from the survey data of participants.

Participants approved in CY 2013 and CY 2014 may not have received their final benefit payment until CY 2015 or CY 2016. As of this writing, wage information for UI is available up to the second quarter of CY 2016. As a result, ESD does not yet have complete post-TB earnings data for a large number of individuals approved in CY 2014. ESD had post-TB wage information for less than one-fifth of the 2,164 participants in the 2014 cohort. Because of the incompleteness of the wage and employment data, median wages for participants approved in CY 2014 are not reported in *Figure 13*.

Note also that the earnings estimates in *Figure 13* are measures of gross program impact. They are not adjusted for net program impact by comparing them with a valid control or comparison group over the same post-program time period.

The post-TB program quarterly earnings data show that 57.9 percent of TB participants approved in CY 2012 recorded earnings in the first quarter after their last benefit payment. This number was 54.8 percent for CY 2013. For participants approved in CY 2012, for

¹³ The time period of reference was spring 2016.

¹⁴ The actual dates for starting and ending one's TB approved job training may or may not coincide with the dates of approval for TB program eligibility. Training can start before TB program eligibility and continue after one's weekly benefits under the TB program run out. The data in *Figures 12 and 13* are based on the quarter in which the individual applied for unemployment benefits and the date at which the TB participant no longer received unemployment benefits.

whom the data are most complete, the number of individuals who recorded earnings increased from 57.9 percent in post-quarter 1 to 66.0 percent in post-quarter 4. For those approved in CY 2013, the number of individuals who recorded earnings increased from 54.8 percent in post-quarter 1 to 62.6 percent in post-quarter 4. However, the increase in the number of participants who reported wages does not reflect total post-TB employment since not all participants had completed their training program.

A wide range of studies have found that post-training wages for dislocated and disadvantaged workers who retrain for new careers are below their pre-layoff wages. Post-training wages then tend to rise during the second or third year after training. At that point, wages for those who have retrained tend to be higher than those statistically similar workers who have not retrained, but still can be lower than pre-layoff wages due to the loss of firm-, industry- and occupation-specific human capital.¹⁵

As *Figure 13* shows, TB participants' median earnings in the year prior to entry into the TB program were higher than earnings in the first year after their TB payments ended. For participants approved for the TB program in calendar year 2012, median earnings went down from \$38,275¹⁶ prior to entry into the TB program to \$29,749 in the first year after program entry, a reduction of 22.3 percent. The difference was similar for those approved in CY 2013, as median annual earnings fell from \$39,102¹⁷ to \$30,685, a reduction of 21.5 percent.¹⁸

Improvement in median annual earnings began in the second year after the participants entered the TB program. For the 2012 cohort, earnings increased by 17.5 percent, and for the 2013 cohort, the improvement was 13.0 percent. At a median of \$34,962 in the second year after program entry, the 2012 cohort was earning only 8.7 percent less than the year before receiving unemployment benefits. The 2013 cohort earned 11.3 percent less, improving to \$34,678. Again, these are gross program effects that do not reflect the ultimate net program effects.

¹⁵ See: Paterson, Toby, Ernst W. Stromsdorfer and Jeffrey Zahir, "*Net-Impact Analysis on Before-Tax Annual Earnings for the Training Benefits Program, 2002 through 2008*," Employment Security Department, Labor Market and Economic Analysis, February 2012; Hollenbeck, Kevin and Wei-Jang Huang, "*Net Impact and Benefit-Cost Estimates of the Workforce Development System in Washington State*," Upjohn Institute Technical Report No. 06-020, W.E. Upjohn Institute for Employment Research, Kalamazoo, Michigan, September 2006; and Jacobson, Louis, Robert LaLonde and Daniel G. Sullivan, "*The Returns of Community College Schooling for Displaced Workers*," U.S. Department of Labor, The University of Chicago and the Federal Reserve Bank of Chicago, January 2001.

¹⁶ The annual median earnings may not reflect the sum of quarterly median wages shown in *Figure 13* due to rounding.

¹⁷ The annual median earnings may not reflect the sum of quarterly median wages shown in *Figure 13* due to rounding.

¹⁸ TB participant earnings for those approved for the program in calendar years 2012 and 2013 overlap with the analysis in last year's report. The numbers differ somewhat due to changes that may have occurred in individuals' program status.

Figure 13. Median quarterly earnings, pre- and post-TB, for participants approved in CY 2012 and CY 2013, in current dollars

Washington state, July 2016

Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse, Wage File

| Quarter | | 2012 cohort – 2,506 total participants | | | 2013 cohort – 1,938 total participants | | |
|---|-------|---|--|-----------------------|---|--|-----------------------|
| | | Number of participants who reported wages | Percent of participants who reported wages | Median reported wages | Number of participants who reported wages | Percent of participants who reported wages | Median reported wages |
| Quarterly earnings pre-TB ¹ | -4 | 2,181 | 87.0% | \$9,123 | 1,632 | 84.2% | \$9,180 |
| | -3 | 2,303 | 91.9% | \$9,531 | 1,745 | 90.0% | \$9,821 |
| | -2 | 2,396 | 95.6% | \$9,901 | 1,835 | 94.7% | \$9,944 |
| | -1 | 2,394 | 95.5% | \$9,720 | 1,813 | 93.6% | \$10,157 |
| Quarterly earnings post-TB ² | 1 | 1,451 | 57.9% | \$6,576 | 1,062 | 54.8% | \$6,591 |
| | 2 | 1,578 | 63.0% | \$7,199 | 1,132 | 58.4% | \$7,367 |
| | 3 | 1,642 | 65.5% | \$7,806 | 1,195 | 61.7% | \$8,148 |
| | 4 | 1,655 | 66.0% | \$8,168 | 1,214 | 62.6% | \$8,579 |
| | 5 | 1,442 | 57.5% | \$7,989 | 522 | 26.9% | \$8,117 |
| | 6 | 1,473 | 58.8% | \$8,625 | 530 | 27.3% | \$8,613 |
| | 7 | 1,472 | 58.7% | \$8,955 | 537 | 27.7% | \$8,662 |
| 8 | 1,463 | 58.4% | \$9,393 | 525 | 27.1% | \$9,286 | |

¹ Quarterly median earnings of TB participants who were employed in the quarters prior to receiving unemployment benefits under the TB program. Information in this table is current as of July 2016.

² Quarterly median earnings of TB participants who were employed in the quarters post-TB. Information in this table is current as of July 2016.

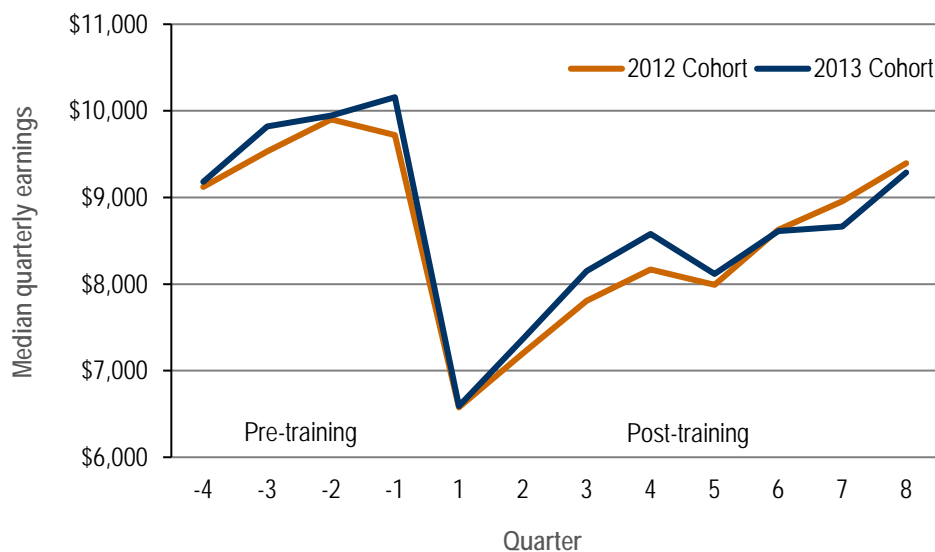
TB participants' earnings declined following loss of employment, but gradually increased in the second year after the TB participant completed his or her TB program plan.

Figure 14 abstracts from the time the participants spent in the TB program – a time period that varies by cohort and participant depending on the quarter in which the individual applied for unemployment benefits and the quarter in which the TB participant received his or her last unemployment benefit payment under the conditions of his or her TB program plan.

Figure 14 graphically shows the pre- and post-TB quarterly earnings for these same TB program participants. Immediately after entry into the TB program, participant earnings were lower than they were prior to program participation, but gradually approached pre-training levels over the following two years. This pattern of earnings loss and then gain following a loss of employment is similar to the pattern seen in other government-subsidized occupational training programs.¹⁹

¹⁹ See: Paterson, Toby, Ernst W. Stromsdorfer and Jeffrey Zahir, *Net-Impact Analysis on Before-Tax Annual Earnings for the Training Benefits Program, 2002 through 2008*, Employment Security Department, Labor Market and Economic Analysis, February 2012.

Figure 14. Median quarterly earnings, pre- and post-TB program plan, for participants approved in CY 2012 through CY 2013, in current dollars
 Washington state, July 2016
 Source: Employment Security Department/LMPA, Unemployment Insurance Data Warehouse, Wage File



It took about two years after participation in the TB program to see earnings approach pre-layoff levels.

Program administrative costs

ESD spent \$944,420 in state fiscal year 2016 to administer the TB program (*Figure 15*). There are two major drivers of program costs.

The first driver of program costs is caseload-associated activities. These are tasks and services associated with claimants seeking and gaining eligibility for the TB program. These activities fluctuate with the number of initial UI claims and overall demand for the program.

The second driver of program costs is general administrative costs and program oversight. These core functions are essential to operating the TB program. These functions include supervisory and administrative activities, fiscal and budget activities, communications and office services.

Caseload activities

Caseload activities vary, depending on the number of applications the department receives. These activities accounted for 51.5 percent of costs for state FY 2016 and included:

- Distributing information about and explaining eligibility criteria for the TB program and other unemployment programs, including Commissioner-Approved Training;
- Helping applicants complete the TB application;
- Communicating and coordinating with the adjudication centers and participants to provide the status of applications and advise adjudicators of changes to a claimant’s training status;

- Interacting with colleges and training providers to verify or validate information regarding school attendance and satisfactory progress; and
- Writing decisions and processing appeals.

Current cost assumptions for caseload activities

For every 320 applications, an Unemployment Insurance Specialist 3 is needed at an annual cost of \$79,075. For every six Unemployment Insurance Specialist 3 positions, an Office Assistant 3 is needed at an annual cost of \$61,068

General administrative and oversight activities

General administrative and oversight activities are constant costs. These account for 48.5 percent of total costs for FY 2016. *Figure 15* outlines the costs for FY 2016 and the projected costs for FY 2017.

These activities include the indirect overhead costs associated with financial services, accounting, budgeting, payroll, personnel, communications, training, computer systems management, research and data analysis, utilities, rent and leases, travel, printing and facilities services.

The SBCTC reported that there are administrative costs associated with serving any student enrolled in college. A student receiving Training Benefits does not create additional costs or different costs than any other student.

Figure 15. TB program administrative costs for FY 2016 and projected costs for FY 2017
 Washington state, FY 2016 and projected FY 2017
 Source: Employment Security Department administrative data

| TB administrative costs | | |
|--|------------------|--------------------|
| Program cost measure | FY 2016 | Projected FY 2017 |
| Number of applications processed | 2,933 | 2,933 |
| Caseload staffing | | |
| Unemployment insurance (UI) specialist | 6.5 | 6.5 |
| Office assistant | 0.5 | 0.5 |
| WorkSource specialist | 0.0 | 0.0 |
| Total caseload staffing | 7.0 | 7.0 |
| Claims per UI specialist | 449 | 449 |
| Caseload cost | | |
| Salaries | \$342,183 | \$383,245 |
| Benefits | \$143,860 | \$161,123 |
| Total caseload cost | \$486,043 | \$544,368 |
| Non-caseload staffing | | |
| Supervisory staffing | 0.8 | 0.8 |
| Research and data analysis | 0.3 | 0.3 |
| Annual reporting | 0.7 | 0.7 |
| Total non-caseload staffing | 1.8 | 1.8 |
| Total staffing | 8.9 | 8.9 |
| Non caseload cost | | |
| Salaries | \$123,497 | \$123,497 |
| Benefits | \$44,116 | \$44,116 |
| Communications | \$17,196 | \$17,196 |
| Utilities | \$2,766 | \$2,766 |
| Rental and leases | \$22,544 | \$22,544 |
| Repairs and maintenance | \$3,704 | \$3,704 |
| Printing and reproduction | \$74 | \$74 |
| Facilities and services | \$13,081 | \$13,081 |
| Other goods and client services | \$178,398 | \$178,398 |
| Annual reporting | \$53,000 | \$53,000 |
| Total non-caseload cost | \$458,377 | \$458,377 |
| Total TB administrative cost | \$944,420 | \$1,002,745 |

TB program total administrative costs are projected in FY 2017 to be higher than they were in FY 2016.

Summary of administrative costs

The sum of state and local level administrative costs for FY 2016 was \$944,420; administrative costs projected for FY 2017 are \$1,002,745. *Figure 16* compares total costs with the average number of TB applications processed.

Figure 16. Administrative costs per TB program application processed for FY 2016 and projected costs for FY 2017 Washington state, FY 2016 and projected FY 2017

Source: Employment Security Department and Workforce Development Councils' administrative data

| Program cost measure | FY 2016 | Projected FY 2017 |
|---------------------------------------|--------------|-------------------|
| Total administrative costs | \$944,420 | \$1,002,745 |
| Applications processed | 2,933 | 2,933 |
| Applications approved | 1,626 | 1,626 |
| Percentage approved | 55% | 55% |
| Cost per application processed | \$322 | \$342 |

Average cost per application processed has dropped from approximately \$500 in FY 2011 to \$322 in FY 2016 but is expected to climb to \$340 in FY 2017.

TB program funding obligations

Through Aug. 13, 2016, a total of \$230,763,019 has been paid out of TB funds over the history of the program. This represents about 58 percent of total funds made available for the program. A total of \$12,133,169 was paid out in FY 2016 and \$1,175,919 through Aug. 13, 2012, of FY 2017. The balance of future obligations is \$3,141,698.²⁰

²⁰ Employment Security Department administrative data.

Appendices

Appendix 1. Survey methodology and response rate

Approach

In accordance with state law (*RCW 50.22.157*), the Employment Security Department (ESD) surveys Training Benefits (TB) participants each year to collect information about the participants' training programs and subsequent employment experiences. In 2016, the Social and Economic Sciences Research Center (SESRC) at Washington State University conducted this survey on behalf of ESD. The survey collected information on the participants' training status, specific training pursued, current employment status and wages and the perceived impact of training. The full questionnaire is included in *Appendix 2*.

Survey design

The total population of TB participants who were approved for the program in calendar years (CY) 2012 through 2014 was surveyed. This sampling design allowed for a minimum of two years of follow-up on earnings and employment for those participants who were approved for their TB program plan.

The survey was conducted in spring 2016, via both telephone and the Internet.

Telephone and/or email follow-up was attempted to answer any questions that a respondent failed to complete. This reduced statistical bias in the survey results.

Response rate

Employment Security contracted with the Social and Economic Sciences Research Center (SESRC) at Washington State University to survey 6,608 claimants approved for the TB program who were approved from Jan. 1, 2012, through Dec. 31, 2014. SESRC received 2,936 usable responses, for a response rate of 44.4 percent.

Appendix figure A1-1. Survey results

Washington state, spring 2016

Source: Employment Security Department, LMPA, 2016 Training Benefits survey

| Survey results | Count |
|--|-------|
| TB program population (CY 2011 through 2013) | 6,608 |
| Usable responses | 2,936 |
| Response rate in percent | 44.4% |

Appendix 2. Survey questionnaire

TRAINING BENEFITS PROGRAM SURVEY

WEB-BASED QUESTIONNAIRE²¹

2016

Name of participant: _____

IDNUM _____

Introduction to the individual

The Social and Economic Science Research Center at Washington State University is collecting data on behalf of the Washington State Employment Security Department. We are interested in your experience with Unemployment Insurance Training Benefits Program, which pays extended unemployment benefits to eligible participants while they attend approved training to learn new jobs.

1. Our records show that you were approved for training with the Training Benefits Program in connection with your unemployment insurance application.

Have you started your training?

Yes **Go to Q. 2** _____

No **Go to Q. 4** _____

2. What was (is) the name of the training program?
3. Is a degree, certificate or license required for the job you are training for?
 - a. Yes
 - b. No
 - c. Unknown

Go to Q. 5

4. Below is a list of reasons why you haven't started your training program. For each one, please mark if that was or was not a reason.
 - a. You found a job that met your needs
 - b. You did not have enough money for tuition fees, supplies and/or books
 - c. You needed to find a job rather than start school
 - d. You returned to your former job
 - e. You had other family responsibilities
 - f. Other reasons (please specify): _____

_____ **Go to End of Questions – Closing**

²¹ The same questions and sequence were used for the telephone interviews.

5. Did you complete this training?
 - a. Yes
 - b. No **Go to Q. 8**
 - c. Still in training. **Go to end of Questions - Closing.**

6. Did you use any of the following sources to pay for your tuition?
 - a. Personal funds
 - b. Family support
 - c. Other governmental assistance, for example, GI Bill or Workforce Investment Act (WIA)
 - d. Financial assistance through the school or college
 - e. Training Benefits weekly funds
 - f. Some other source of funds (please specify): _____

7. When did you complete this training?
 Month/Year _____ **Go to Q. 10**

8. When did you stop taking this training?
 Month/Year _____

9. Below is a list of reasons you might have for not completing the training. For each one, please mark if that was or was not a reason.
 - a. You found a job that met your needs
 - b. You needed to find a job rather than continue school
 - c. You returned to your former job
 - d. You did not have enough money for tuition fees, supplies and/or books
 - e. Your unemployment benefits ended before you completed the program
 - f. Some other reasons (please specify): _____

Go to end of Questions – Closing.

Current employment history

10. Are you working now?
 - a. Yes
 - b. No **Go to end of Questions – Closing.**

11. When did you start this job?
 Month/Year _____

12. How much help was the training for you in getting this job?
 - a. Not at all helpful
 - b. A little helpful
 - c. Moderately helpful
 - d. Very helpful

13. Are you employed in a field for which you were retrained?
 - a. Yes
 - b. No

14. After completing your training, did you go back and work for the same employer that you were laid off from?

- a. Yes
- b. No

15. What is your current job title or occupation?

- a. Job title or occupation: _____
- b. What do you do in this job? _____

16. In a typical week, how many hours a week do you work on this job?

Hours per week: _____

17. What is your rate of pay *before taxes and deductions*?

\$____.____ per hour or \$_____ per _____.

End of Questions – Closing

This completes the questions. Do you have any questions or comments concerning this questionnaire? If so, please enter them in the space below.

Comments: _____

Your completed questionnaire has been received. Thank You!

Comments and notes (of the interviewer – relevant for telephone interviews and item nonresponse callbacks.)