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Training Benefits Program Report



**Employment
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2021 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 it 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: (1) ESD administrative records, (2) a survey of program participants conducted by the University of Washington Survey Research Division on behalf of ESD between January and April of 2021, and (3) education data from the State Board of Community and Technical Colleges (SBCTC).

Key findings

Participant demographics

A review of more than 6,000 TB participants approved in calendar year (CY) 2016 through CY 2020 revealed the following trends:

- Females were overrepresented among the TB population relative to the general UI claimants' population. This is consistent with the 2016 Training Benefits Program Report and Survey.
- Similar to the 2016 report, individuals ages 26 through 55 years represented the majority of TB participants.
- A larger proportion of TB participants had at least some postsecondary education prior to participation in the TB Program relative to the general UI population. In fact, the percent of TB participants with at least some postsecondary education increased significantly from what was reported in the 2016 report.
- TB participants remained concentrated in King, Snohomish and Pierce counties.

- Over 50 percent of TB participants came from the following five industry sectors: manufacturing, retail trade, administrative and support and waste management and remediation services, healthcare and social assistance, and professional, scientific, and technical services.
- Half of the TB participants came from four occupations: office and administrative support; management; production; and sales and related.

Receipt of Training Benefits Program and unemployment benefits

Between fiscal year (FY) 2016 and FY 2019, the average weekly payments paid from TB funds increased from \$418 per week in FY 2016 to \$472 per week in FY 2019. In the same period, the average number of weeks TB participants were paid from TB funds decreased from 16.4 weeks in FY 2016 to 15.3 weeks in FY 2019.¹

Analysis of training

This report analyzes information on training from the state's community and technical colleges (SBCTC) for approximately 5,259 TB participants approved in CY 2015 through CY 2019, which coincide with academic years 2015 through 2016 and 2019 through 2020.

Just over 5,000 of those approved for the TB Program during this period completed more than 79,000 courses in the state community and technical college system, and just under 2,000 of those participants took developmental education courses. Slightly more than 3,700 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 received survey responses from approximately 3,000 TB participants approved in CY 2015 through CY 2019 to learn about their experiences.

- Of those responding to the survey, 86.7 percent stated that they had started their training.
- Of those who stated they had started their training, 67.6 percent reported that the job they were training for required a degree, certificate or license.
- Of those who had started training, 56.4 percent stated that they had completed their training, 17.9 percent had not completed training, and 12.3 percent were still in training.
- Of those who stated they had not completed training, 32.5 percent stated that their unemployment benefits ended before completion of their TB Program.
- Of those who stated they had completed training, 58 percent reported using TB weekly funds to pay for their training.

Employment and wages of program participants

For TB participants approved in CY 2015 through CY 2019, 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 increased during the following two years. This is consistent with both the 2016 Training Benefits

¹ This represents training benefits entitlements only. Other types of entitlements are not included but may have been available to and claimed by unemployment insurance claimants.

Program Report and Survey and numerous studies which have found evidence that dislocated workers² who complete job retraining for new occupations experience a temporary drop in earnings relative to their pre-training.

Program administrative costs

ESD spent \$907,641 in FY 2017, \$1,106,567 in FY 2018, \$831,933 in FY 2019, and \$939,848 in FY 2020 to administer the TB Program.

Program administrative costs are projected to be \$1,052,750 in FY 2021. Between FY 2017 and FY 2020 the average cost to process an application decreased from \$316 in FY 2017 to \$132 in FY 2020. However, due to the COVID-19 pandemic, FY 2020 data cannot be considered as accurate a measure of program administrative costs.

Training Benefits funding obligations

As of August 6, 2021, a total of \$269,009,641 has been paid out of TB funds over the history of the program. This represents about 54 percent of total funds made available for the program. A total of \$1,932,656 was paid out in FY 2021 and \$60,995 through August 6, 2021, of FY 2022. The balance of future obligations is \$18,654,270.³

² 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.

³ Current as of July 2021. Employment Security Department administrative data.

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.⁴

Participants do not have to look for work as long as they are enrolled and making satisfactory progress in an approved training program.⁵ 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.⁶

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.

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

- Dislocated workers;
- Certain low-income workers whose earning potential will be enhanced with training;
- 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.

⁴ As required by [RCW 50.22.150](#) and [50.22.155](#).

⁵ 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.

⁶ 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.

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.

Five-year report to the Legislature

Beginning in 2016, [RCW 50.22.157](#) has required the Employment Security Department to submit a report on the Training Benefits Program to the Legislature every five years. The report is required to provide:

- 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 chosen occupation; 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

This report used data from ESD's administrative data warehouse, the State Board for Community and Technical Colleges (SBCTC), and survey data collected by the Survey Research Division of the University of Washington on behalf of ESD in 2021.

From January 2021 to April 2021, the University of Washington Survey Research Division conducted a survey of 5,703 TB Program participants approved for training from January 1, 2015 through December 31, 2019 on behalf of ESD. The survey was administered via telephone, internet, and mail. The University of Washington Survey Research Division received 3,069 usable responses, for a response rate of 53.8 percent.

Findings

This report discusses two groups of TB participants: (1) TB participants approved for the program in calendar years (CY) 2015 through CY 2019 and (2) TB participants approved for the program in state fiscal years (FY) 2017 through FY 2019.⁷

The first group was used to provide the demographic breakdown of TB participants, their academic participation in TB approved programs, employment and wages. The first group was also used in the survey of TB participants administered by the University of Washington Survey Research Division. The second group provided the basis for the analysis of unemployment benefits and program administrative costs.

Participant demographics

The 2016 Training Benefits Program Report and Survey stated that participant demographics were largely consistent with earlier reports.⁸ This trend continued for TB participants approved in CY 2015 through CY 2019.⁹

The male/female distribution of participants continued to be split evenly. However, the population of UI claimants shifted down slightly from almost two-thirds male to approximately 60 percent male. *Figure 1* shows that participants approved for the TB Program between CY 2015 and CY 2019 were 48.7 percent female, compared to 39.6 percent of all UI claimants. In contrast, 51.1 percent of TB participants were male, compared to 60.3 percent of all UI claimants.

The age distribution of TB participants remained largely consistent with reporting from previous years. The majority of participants were ages 26 through 55 in CY 2015 through CY 2019. The average age for TB participants during this period was 45.4 years, while the average age for UI claimants was 44.3. This is an increase from the averages found in the 2016 report; the average age of TB participants was 41.0 years and 42.5 years for UI claimants.

The breakdown of TB participants by race was in line with that of the UI population. The majority of UI claimants were white as was the majority of TB participants.

⁷ The state fiscal year begins in July and ends in June (e.g., state fiscal year 2017 is from July 2016 through June 2017).

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

⁹ It is important to note that there is some overlap between the demographic data presented in this report (TB participants approved in CY 2015 through CY 2019) and the 2016 Training Benefits Program Report and Survey (TB participants approved in FY 2016).

Figure 1. Demographic characteristics of approved TB participants
 Washington state, CY 2015 through CY 2019
 Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

Demographics	Approved TB participants	Pct. TB participants	UI claimants	Pct. of all UI claimants
Gender				
Female	2,961	48.7%	275,183	39.6%
Male	3,107	51.1%	419,188	60.3%
Data not available	12	0.2%	589	0.1%
Total	6,080	100.0%	694,960	100.0%
Race				
Black	522	8.6%	48,390	7.0%
Asian	270	4.4%	28,939	4.2%
Pacific Islander	69	1.1%	10,907	1.6%
White	4,145	68.2%	496,376	71.4%
American Indian	176	2.9%	20,758	3.0%
Other	898	14.8%	89,590	12.9%
Total	6,080	100.0%	694,960	100.0%
Ethnicity				
Hispanic	728	12.0%	90,569	13.0%
Not Hispanic	4,883	80.3%	553,923	79.7%
Unknown*	469	7.7%	50,468	7.3%
Total	6,080	100.0%	694,960	100.0%
Age				
Average age	45.4		44.3	
Under 21	10	0.2%	3,952	0.6%
21 to 25	172	2.8%	46,818	6.7%
26 to 35	1,510	24.8%	188,785	27.2%
36 to 45	1,686	27.7%	160,450	23.1%
46 to 55	1,300	21.4%	128,436	18.5%
Over 55	1,402	23.1%	166,519	24.0%
Total	6,080	100.0%	694,960	100.0%

*Unknown for the TB participant population includes both "unknown" and those who did not want to answer.

Participant education

On average, TB participants approved in CY 2015 through CY 2019 had more education than UI claimants (*Figure 2*). This trend is consistent with participant education levels from previous years' reports. However, the percentage of TB participants with postsecondary education increased significantly from the 2016 report from 55.3 percent to 68.6 percent. Similarly, the percentage of UI claimants with postsecondary education increased from 45.6 percent to 52.5 percent.

A minority of individuals had less than a high school diploma; 2.1 percent for TB participants and 9.1 percent for UI claimants.

Figure 2. Education level of TB participants
Washington state, CY 2015 through CY 2019

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

Education level	TB participants	Pct. of TB participants	Pct. of UI claimants
Less than high school diploma	125	2.1%	9.1%
GED	227	3.7%	4.5%
High school diploma	1,478	24.3%	32.1%
Some college, no degree	1,676	27.6%	19.9%
Associate degree	1,293	21.3%	11.6%
Bachelor's degree	1,197	19.7%	21.0%
Data not available	84	1.4%	1.7%
Total	6,080	100.0%	100.0%

Geographic distribution of participants

The 2016 report found the majority of TB participants (54.2 percent) resided in King, Snohomish, and Pierce counties. Half of TB participants approved between CY 2015 through CY 2019 resided in those same counties compared to 45.3 percent of all UI claimants for the same period (*Figure 3*).

Figure 3. County of residence of TB participants
 Washington state, CY 2015 through CY 2019
 Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

County	TB participants	Pct. of TB participants	UI claimants	Pct. of UI claimants
Adams	Fewer than 10	0.1%	2,191	0.3%
Asotin	12	0.2%	994	0.1%
Benton	209	3.4%	19,647	2.8%
Chelan	98	1.6%	8,432	1.2%
Clallam	92	1.5%	6,036	0.9%
Clark	185	3.0%	31,433	4.5%
Columbia	Fewer than 10	0.0%	302	0.0%
Cowlitz	102	1.7%	10,963	1.6%
Douglas	66	1.1%	4,336	0.6%
Ferry	12	0.2%	798	0.1%
Franklin	95	1.6%	9,935	1.4%
Garfield	Fewer than 10	0.0%	143	0.0%
Grant	75	1.2%	12,018	1.7%
Grays Harbor	96	1.6%	7,801	1.1%
Island	60	1.0%	5,536	0.8%
Jefferson	17	0.3%	1,981	0.3%
King	1,374	22.6%	161,291	23.2%
Kitsap	246	4.0%	18,430	2.7%
Kittitas	29	0.5%	3,753	0.5%
Klickitat	Fewer than 10	0.0%	1,556	0.2%
Lewis	137	2.3%	8,449	1.2%
Lincoln	Fewer than 10	0.0%	761	0.1%
Mason	73	1.2%	5,488	0.8%
Okanogan	35	0.6%	4,959	0.7%
Pacific	10	0.2%	1,962	0.3%
Pend Oreille	20	0.3%	1,083	0.2%
Pierce	863	14.2%	84,551	12.2%
San Juan	Fewer than 10	0.0%	852	0.1%
Skagit	103	1.7%	12,424	1.8%
Skamania	Fewer than 10	0.0%	913	0.1%
Snohomish	802	13.2%	69,029	9.9%
Spokane	222	3.7%	47,970	6.9%
Stevens	39	0.6%	4,423	0.6%
Thurston	269	4.4%	24,055	3.5%
Wahkiakum	Fewer than 10	0.0%	273	0.0%
Walla Walla	62	1.0%	4,324	0.6%
Whatcom	169	2.8%	18,397	2.6%
Whitman	Fewer than 10	0.1%	1,419	0.2%
Yakima	244	4.0%	32,819	4.7%
State total	5,847	96.2%	631,727	90.9%

Industry and occupation of participants before training

Industry refers to the primary activity at an individual's place of work; occupation is the type of work an individual is employed in.¹⁰ For example, an accountant working in a medical office is employed in the healthcare and social assistance industry while their occupation is categorized under office and administrative support.

Occupational data is provided by UI claimants who self-report their occupational information at the time they file a claim for unemployment benefits.

Industry classification of participants prior to training

Over half of TB participants approved in CY 2015 through CY 2019 (55.6 percent) were previously employed in the following five industry sectors (*Figure 4*):

- Manufacturing (17.2 percent);
- Retail trade (11.2 percent);
- Administrative and support and waste management and remediation services (10.3 percent);
- Healthcare and social assistance (9.3 percent); and
- Professional, scientific, and technical services (7.6 percent).

This is largely consistent with the 2016 Training Benefits Program Report and Survey with the exception of public administration. Public administration represented 15.5 percent of TB participants approved in FY 2016, but only 2.6 percent of TB participants in the CY 2015 through CY 2019 cohort.

Industries that were the least represented were management of companies and enterprises; mining; and utilities, which represented less than 1 percent of TB participants approved in CY 2015 through CY 2019 respectively.

¹⁰ Based on the U.S. Census system of industry classification.

Figure 4. Prior industry of employment of TB participants
 Washington state, CY 2015 through CY 2019
 Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

Industry	TB participants	Pct. of TB participants
Manufacturing	1,043	17.2%
Retail trade	680	11.2%
Administrative and support and waste management and remediation services	626	10.3%
Healthcare and social assistance	564	9.3%
Professional, scientific and technical services	460	7.6%
Wholesale trade	277	4.6%
Finance and insurance	271	4.5%
Construction	268	4.4%
Information	234	3.8%
Accommodation and food services	234	3.8%
Transportation and warehousing	208	3.4%
Educational services	178	2.9%
Other services (except public administration)	171	2.8%
Public administration (<i>not covered in economic census</i>)	156	2.6%
Arts, entertainment and recreation	124	2.0%
Real estate and rental and leasing	99	1.6%
Agriculture, forestry, fishing and hunting (<i>not covered in economic census</i>)	98	1.6%
Mining, quarrying, and oil and gas extraction	33	0.5%
Management of companies and enterprises	10	0.2%
Utilities	Fewer than 10	0.1%
* Data not available	338	5.6%
Total	6,080	100.0%

Notes: Wage records were not available for the entire population. Some individuals' last wage of record may have been further back than the period analyzed.

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 comparisons provided from the previous report for FY 2016 compare one year to a period that covers five years.

Occupational classification of participants prior to training

Half of TB participants approved in CY 2015 through CY 2019 were previously employed in the following four occupations: office and administrative support; management; production; and sales and related (*Figure 5*).

Office and administrative support and production were disproportionately represented more among TB participants. This is consistent with the previous report's findings.

The least represented occupations were community and social service (0.8 percent) and legal (0.6 percent).

Figure 5. Prior occupations of TB participants
 Washington state, CY 2015 through CY 2019
 Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

SOC description	TB participants	Pct. of TB participants	UI claimants	Pct. of UI claimants
Office and administrative support	1,094	18.0%	81,527	11.7%
Management	770	12.7%	90,173	13.0%
Production	767	12.6%	61,861	8.9%
Sales and related	406	6.7%	46,275	6.7%
Transportation and material moving	305	5.0%	51,358	7.4%
Installation, maintenance and repair	302	5.0%	29,428	4.2%
Business and financial operations	299	4.9%	24,949	3.6%
Computer and mathematical	294	4.8%	25,386	3.7%
Construction and extraction	275	4.5%	90,289	13.0%
Military specific	210	3.5%	4,343	0.6%
Architecture and engineering	202	3.3%	14,403	2.1%
Arts, design, entertainment, sports and media	164	2.7%	11,421	1.6%
Food preparation and serving related	159	2.6%	38,350	5.5%
Healthcare support	157	2.6%	17,929	2.6%
Personal care and service	123	2.0%	15,750	2.3%
Healthcare practitioners and technical	108	1.8%	14,145	2.0%
Protective service	84	1.4%	9,044	1.3%
Life, physical and social science	79	1.3%	7,089	1.0%
Farming, fishing and forestry	69	1.1%	21,829	3.1%
Educational instruction and library	68	1.1%	9,950	1.4%
Building and grounds cleaning and maintenance	58	1.0%	18,332	2.6%
Community and social service	50	0.8%	7,470	1.1%
Legal	37	0.6%	3,595	0.5%
*Data not available	0	0.0%	64	0.0%
Total	6,080	100.0%	694,960	100.0%

Unemployment benefits and Training Benefits payments received

Figure 6 shows the unemployment benefits and TB Program payments made to participants approved in FY 2016 through FY 2019. Data for FY 2019 will likely change due to the effects of the COVID-19 pandemic on the state's economy.

Between FY 2016 and FY 2019, the average weekly payments paid from TB funds increased from \$418 per week in FY 2016 to \$472 per week in FY 2019. In the same period, the average number of weeks TB participants were paid from TB funds decreased from 16.4 weeks in FY 2016 to 15.3 weeks in FY 2019.

The average and median weekly benefit amounts for all UI claimants were lower than TB participants in every year. This is consistent with the previous report and suggests a trend in which TB participants, on average, earn more prior to being laid off than UI claimants who do not participate in the TB Program.

Figure 6. TB participants and UI claimants' receipt of benefits for approved participants
Washington state, FY 2016 through FY 2019
Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

Unemployment benefits and TB paid	FY 2016*	FY 2017	FY 2018	FY 2019
Total unemployment benefits paid	\$976,730,465	\$966,340,664	\$956,283,638	\$955,409,689
UI claimants	203,747	192,929	179,873	181,046
Average number of weeks UI benefits paid	11.8	11.6	11.7	11.3
Median number of weeks UI benefits paid	10	10	10	9
Average weekly UI benefits paid	\$396	\$420	\$444	\$461
Median weekly UI benefits paid	\$376	\$406	\$432	\$443
Total paid from TB Program funds	\$11,965,330	\$11,600,839	\$9,339,660	\$8,609,446
Total participants approved for TB	1,755	1,598	1,356	1,209
Average number of weeks paid from TB funds	16.4	16.7	15.4	15.3
Median number of weeks paid from TB funds	16	18	15	14
Average weekly UI benefits paid from TB funds	\$418	\$438	\$456	\$472
Median weekly UI benefits paid from TB funds	\$423	\$435	\$452	\$470

Note: *FY 2016 data has been updated since the 2016 Training Benefits Program Report and Survey.

Types of training and program completions for Training Benefits participants approved in CY 2015 through CY 2019

In order to understand and analyze the training experiences of TB participants and their employability following training, this report examines education data from the State Board for Community and Technical Colleges (SBCTC) and from TB participants themselves via the Training Benefits Survey. The education data used corresponds to the 6,080 TB participants who were approved for training from CY 2015 through CY 2019.

Enrollment in the state's community and technical college system

SBCTC provided data for TB participants enrolled in training for CY 2015-2016, 2016-2017, 2017-2018, 2018-2019, and 2019-2020 (*Figure 7*).

During this period, 5,259 TB participants completed 79,745 courses of the 90,224 courses they attempted for an 88.4 percent completion rate. This rate is slightly lower, but similar to the 90.0 completion rate in the 2016 Training Benefits Program Report and Survey.

The five most common areas in which participants attempted courses were: (1) developmental computational skills; (2) business administration and management; (3) speech, communication, and rhetoric; (4) information processing; and (5) general writing.

Developmental education to improve employability

Some TB participants took developmental education courses in order to improve foundational skills need for employment. Developmental education courses belong to one of seven categories: computational skills, career exploration, coordinated studies, English as a second language (ESL), reading, writing, and other. In the previous 2016 report, adult basic education and workplace basics 2 were two additional developmental education course categories. These last two categories were not included in the most recent education data provided by SBCTC for this report. Consequently, the total number of participants that attempted and completed developmental education courses during this period is not perfectly comparable to the data provided in the 2016 Training Benefits Report and Survey.

For the 2015 to 2016 through 2019 to 2020 academic years, 1,962 TB participants attempted a total of 4,516 developmental education courses. TB participants completed 3,687 courses within these seven developmental course areas, including the “other” category, for a completion rate of 81.6 percent (*Figure 7*).

In both the previous report and this report, the most common type of developmental education course taken was computational skills. TB participants attempted 3,393 courses in computational skills and completed 2,802 of these courses during the 2015 to 2016 through 2019 to 2020 academic years, for an 82.6 percent completion rate.

Figure 7. Developmental education courses for TB participants

Washington state, academic years 2015 to 2016 through 2019 to 2020

Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse; State Board for Community and Technical Colleges

Developmental education courses	Attempted	Completed	Percent completed
Computational skills	3,393	2,802	82.6%
Career exploration	Fewer than 10	Fewer than 10	100.0%
Coordinated studies	137	125	91.2%
ESL	14	10	71.4%
Other	173	67	38.7%
Reading	132	111	84.1%
Writing	666	571	85.7%
Total	4,516	3,687	81.6%

Completion of certificates and degrees

TB participants are approved for one program of study. However, some TB participants earn more than one certificate and/or degree within their program of study. For example, an individual enrolled in a nursing program may complete intermediary certifications (e.g., CNA) prior to obtaining the professional certification upon completion of the program. Additionally, TB participants may also complete courses that result in certificates and/or degrees that are in addition to those in their TB training plan.

A total of 3,711 TB participants completed one or more certificate or degree programs to earn a total of 5,458 degrees or certificates overall for the combined academic years of 2015 to 2016 through 2016 to 2020.

Figure 8 shows the top 20 programs completed by program of study. Within the top 20, a total of 1,782 TB participants completed a total of 2,973 certificates, degrees, or both.

Figure 8. Top 20 certificates and degrees for TB participants, by program of study¹¹

Washington state, academic years 2015 to 2016 through 2019 to 2020

Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse; State Board for Community and Technical Colleges

Top 20 programs	Number of participants	Number of certificates and degrees
Technical accounting and bookkeeping	202	418
Technical welding	100	275
Computer and information systems security/auditing/information assurance	84	226
Liberal arts and sciences	224	226
Business administration and management	179	215
Computer systems networking and telecommunications	121	190
Auto mechanics	33	144
Computer programming	72	120
Marketing management	66	119
Office occupations and clerical services	89	111
Medical/clinical assistant	86	109
Manufacturing engineering technology	55	108
General microcomputer applications	80	103
Early childhood education and teaching	43	101
Nursing assistant/aide	97	97
Office management and supervision	69	85
Heating, air conditioning, ventilation, and refrigeration maintenance technology	49	84
Diesel mechanics/technology	36	81
System administration	70	81
Electrician	27	80
Total	1,782	2,973

Did participants complete training?

Of the 3,068 survey respondents, 2,661, or 86.7 percent, indicated that they had started their training. Of those who started training, 1,730 participants, or 56.4 percent of respondents, indicated that they completed their training. The remaining respondents were split among 548 participants, or 17.9 percent, who did not complete their training, 378, or 12.3 percent, who were still in training and fewer than 10 participants with unknown status.

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

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 9*). Many of these respondents (32.7 percent) stated that their unemployment benefits ran out before they completed their programs. Another 158 individuals, or 29 percent, stated they needed to find a job rather than continue in school. Another 169 participants, or 31 percent, found a job that met their needs, while 117 (21.5 percent) had insufficient funds for tuition, fees and books. 20 individuals, or 3.7 percent, indicated that they returned to their former job.

Figure 9. Reasons approved TB participants gave for not completing their training plan

Washington state, CY 2015 to CY 2019

Source: Employment Security Department/LMEA, Training Benefits survey

Reasons for withdrawing from training	Number	Percent of total
Other	254	46.6%
Unemployment benefits ended before completion	178	32.7%
Found a job that met current needs	169	31.0%
Needed to find a job rather than continue school	158	29.0%
Insufficient funds for tuition, fees, books, etc.	117	21.5%
Returned to former job	20	3.7%

How program participants paid for tuition

Figure 10 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 1,730 respondents who completed training, the greatest proportion of individuals reported using TB weekly funds to pay for tuition (58 percent). Financial assistance from the school or college ranked second at 39.9 percent; personal funds were at 34.2 percent; and other governmental assistance made up 33 percent of the total respondents who reported funding sources. The categories “other” and “family support” ranked last for sources of funding for TB tuition.

Figure 10. Ways approved TB participants paid for tuition

Washington state, CY 2015 through CY 2019

Source: Employment Security Department/LMEA, Training Benefits survey

Source of funding	Number	Percent of total
TB weekly funds	1,426	58.0%
Financial assistance through school or college	918	39.9%
Personal funds	840	34.2%
Other governmental assistance	812	33.0%
Other	533	21.7%
Family support	199	8.1%

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 3,068 individuals responding to this question, 67.6 percent said yes; 17.3 percent responded no; and 0.02 percent did not know.

Occupations of participants after returning to work

Of the 3,068 respondents to the survey, 1,504 provided information on their occupation after training. A total of 172 respondents, 11.4 percent, said they worked in office and administrative support occupations. The top five occupational groups in which respondents found work provided 662, or 44 percent, of the 1,504 occupations reported.

Figure 11. Occupations of approved TB participants who returned to work Washington state, CY 2015 to CY 2019
Source: Employment Security Department/LMEA, Training Benefits survey

Occupational group of TB participants who returned to work	Number	Percent of total
Computer and mathematical	172	11.4%
Healthcare support	134	8.9%
Healthcare practitioners and technical	130	8.6%
Business and financial operations	121	8.0%
Office and administrative support	103	6.8%
Installation, maintenance and repair	70	4.7%
Transportation and material moving	64	4.3%
Educational instruction and library	62	4.1%
Construction and extraction	56	3.7%
Sales and related	52	3.5%
Community and social service	47	3.1%
Production	44	2.9%
Architecture and engineering	39	2.6%
Management	39	2.6%
Arts, design, entertainment, sports and media	24	1.6%
Legal	24	1.6%
Building and grounds cleaning and maintenance	15	1.0%
Food preparation and serving related	14	0.9%
Personal care and service	12	0.8%
Life, physical and social science	10	0.7%
Farming, fishing and forestry	Less than 10	0.5%
Military specific	Less than 10	0.1%
Protective service	Less than 10	0.1%
Other	261	17.4%

Employment and wage history of Training Benefits participants

Figure 12 shows 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.¹² These data come from UI administrative data and are separate from the survey data of participants.

Participants approved in the later years of the period of analysis may not have received their last benefit payment at the time of this report. For example, an individual approved in CY 2018 may not have received their last benefit payment until CY 2020. As a result, wage data for the most recent years may be incomplete. This is especially true for those approved in CY 2018 and 2019.

The post-TB Program quarterly earnings data show that 66.9 percent of TB participants approved in CY 2015, 66.4 percent of TB participants approved in CY 2016, and 61.6 percent of TB participants approved in CY 2017 recorded earnings by the eighth quarter following entry into their training program. However, since not all the participants completed their training in the period analyzed, these numbers could continue to rise. This is especially important to remember for the CY 2018 and 2019 cohorts where earnings data eight quarters post-training is incomplete.

As *Figure 12* 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 CY 2015, median earnings went down from \$27,696 prior to entry into the TB Program to \$17,288 in the first year after program entry, a reduction of 37.6 percent. For the CY 2016 and 2017 cohorts, median annual earnings fell from \$33,783 to \$18,730 (44.6 percent reduction) and \$35,110 to \$19,449 (44.6 percent reduction) respectively.

Improvement in median annual earnings began in the second year after the participants entered the TB Program. For the CY 2015 cohort, earnings increased to \$29,537; an overall increase from the year prior to entry. The CY 2016 cohort's median earnings in the second year following entry into the program was \$31,177; only a 7.7 percent reduction from earnings the year prior to program entry. The CY 2017 cohort's median earnings in the second year following entry into the program was \$30,860; an improvement to only a 12.1 percent reduction from earnings the year prior to program entry. However, it is important to note that these numbers do not reflect the total net program effects.

¹² 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 *Figure 12* 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.

Figure 12. Median quarterly earnings, pre- and post-TB for approved participants, in 2016 dollars
 Washington state, CY 2015 through CY 2019
 Source: Employment Security Department/LMEA, Unemployment Insurance Data Warehouse

Quarter	2015 cohort – 1,555 participants			2016 cohort – 1,600 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						
-4	978	84.7%	\$9,622	1,403	87.7%	\$10,118
-3	971	84.1%	\$9,414	1,367	85.4%	\$9,969
-2	876	75.8%	\$6,567	1,271	79.4%	\$7,632
-1	360	31.2%	\$2,093	707	44.2%	\$6,064
Quarterly earnings post-TB						
0	209	18.1%	\$2,032	485	30.3%	\$2,668
1	259	22.4%	\$2,343	412	25.8%	\$2,482
2	391	33.9%	\$4,310	531	33.2%	\$4,042
3	539	46.7%	\$5,116	675	42.2%	\$5,610
4	620	53.7%	\$5,519	782	48.9%	\$6,596
5	689	59.7%	\$6,394	881	55.1%	\$7,064
6	710	61.5%	\$7,291	943	58.9%	\$7,361
7	759	65.7%	\$7,605	985	61.6%	\$8,143
8	773	66.9%	\$8,247	1,062	66.4%	\$8,609

Quarter	2017 cohort – 1,091 participants			2018 cohort – 937 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						
-4	991	90.8%	\$10,372	860	91.8%	\$10,029
-3	987	90.5%	\$9,959	846	90.3%	\$9,970
-2	913	83.7%	\$9,139	794	84.7%	\$9,230
-1	689	63.2%	\$5,640	646	68.9%	\$7,268
Quarterly earnings post-TB						
0	355	32.5%	\$2,649	361	38.5%	\$2,994
1	284	26.0%	\$3,146	197	21.0%	\$3,136
2	348	31.9%	\$4,467	253	27.0%	\$4,578
3	409	37.5%	\$5,530	349	37.2%	\$5,432
4	503	46.1%	\$6,306	441	47.1%	\$6,137
5	568	52.1%	\$6,938	503	53.7%	\$7,031
6	615	56.4%	\$7,245	524	55.9%	\$7,898
7	645	59.1%	\$7,918	455	48.6%	\$8,197
8	667	61.1%	\$8,759	312	33.3%	\$8,042

Quarter	2019 cohort – 857 participants		
Quarterly earnings pre-TB	Number of participants who reported wages	Percent of participants who reported wages	Median reported wages
-4	797	93.0%	\$11,018
-3	797	93.0%	\$10,316
-2	745	86.9%	\$9,335
-1	584	68.1%	\$7,176
Quarterly earnings post-TB			
0	315	36.8%	\$3,880
1	200	23.3%	\$3,262
2	252	29.4%	\$4,563
3	284	33.1%	\$5,551
4	202	23.6%	\$6,869
5	113	13.2%	\$7,268
6	-	-	-
7	-	-	-
8	-	-	-

Note: Dashes (-) represent data that was not available.

Program administrative costs

ESD spent \$907,641 in FY 2017 (*Figure 13*), \$1,106,567 in FY 2018 (*Figure 14*), \$831,933 in FY 2019 (*Figure 15*), \$939,848 in FY 2020 (*Figure 16*), and is projected to spend \$1,052,750 in FY 2021 to administer the TB Program. Program costs generally fall into two categories: caseload costs and non-caseload costs. Caseload costs are costs generated from UI claimants seeking eligibility for the TB Program while non-caseload costs are costs associated with program administration and oversight.

Caseload activities

Caseload activities vary, depending on the number of applications the department receives. For FY 2017 through FY 2020, these activities accounted for 77.7 percent (FY 2017), 76.7 percent (FY 2018), 72.6 percent (FY 2019), and 64.6 percent (FY 2020) of costs 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.

Non-caseload activities

Costs associated with general administrative and oversight activities remain relatively stable as demand for the TB Program fluctuates. For FY 2017 through FY 2020, these costs accounted for 22.3 percent (FY 2017), 23.3 percent (FY 2018), 27.4 percent (FY 2019), and 35.4 percent (FY 2020) of costs.

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.

Figure 13. TB Program administrative costs
Washington state, FY 2017
Source: Employment Security Department administrative data

TB Program administrative costs FY 2017			
Program cost measure			
Number of applications processed			2,867
Program cost measure	State	Federal	Total
Caseload staffing			
Unemployment insurance (UI) specialist	4	4	8
Office assistant	1	0	1
Total caseload staffing	5	4	9
Claims per UI specialist			319
Caseload cost			
Salaries	\$250,617	\$198,722	\$449,340
Benefits	\$112,567	\$85,049	\$197,616
Overtime	\$33,258	\$25,068	\$58,326
Total caseload cost	\$396,442	\$308,840	\$705,282
Non-caseload staffing			
Supervisory staffing	0.75	0.75	1.5
Total non-caseload staffing	0.75	0.75	1.5
Total staffing	5.75	4.75	10.5
Non-caseload cost			
Salaries	\$49,492	\$43,722	\$93,214
Benefits	\$29,728	\$20,069	\$49,798
Overtime	\$11,061	\$10,007	\$21,068
Supplies and materials	\$22	\$58	\$80
Communications/telecommunications	\$4,364	\$718	\$5,081
Utilities	\$549	\$71	\$620
Rental and leases	\$16,446	\$2,536	\$18,982
Repairs and maintenance	\$544	\$5	\$548
Printing and reproduction	\$0	\$887	\$887
Employee professional development and training	\$210	-	\$210
Rental and leases	-	-	-
Facilities and services	\$9,035	\$1,288	\$10,323
Data processing services (interagency)	\$660	\$133	\$793
Other contractual services	\$389	\$17	\$406
Travel	\$108	\$241	\$349
Capital outlays	-	-	-
Total non-caseload cost	\$122,609	\$79,751	\$202,359
Total TB Program administrative cost	\$519,051	\$388,590	\$907,641

Note: Dashes (-) represent data that amounted to zero.

Figure 14. TB Program administrative costs
 Washington state, FY 2018
 Source: Employment Security Department administrative data

TB Program administrative costs FY 2018			
Program cost measure			
Number of applications processed			3,175
Program cost measure	State funds	Federal funds	Total
Caseload staffing			
Unemployment insurance (UI) specialist	4.5	4.5	9
Office assistant	0.4	0.6	1
Total caseload staffing	4.9	5.1	10
Claims per UI specialist			318
Caseload cost			
Salaries	\$269,906	\$289,728	\$559,634
Benefits	\$122,819	\$129,309	\$252,128
Overtime	\$21,771	\$14,825	\$36,596
Total caseload cost	\$414,495	\$433,862	\$848,357
Non-caseload staffing			
Supervisory staffing	1	1	2
Total non-caseload staffing	1	1	2
Total staffing	5.9	6.1	12
Non-caseload cost			
Salaries	\$55,766	\$59,534	\$115,299
Benefits	\$30,325	\$25,855	\$56,180
Overtime	\$16,872	\$12,281	\$29,154
Supplies and materials	\$339	\$1,099	\$1,437
Communications/telecommunications	\$2,500	\$3,347	\$5,846
Utilities	\$1,368	\$1,183	\$2,551
Rental and leases	\$17,004	\$18,841	\$35,844
Repairs and maintenance	\$1,607	\$2,137	\$3,744
Printing and reproduction	-	\$629	\$629
Employee professional development and training	\$160	\$215	\$375
Rental and leases	\$3	\$6	\$9
Facilities and services	\$1,264	\$1,318	\$2,581
Data processing services (interagency)	\$190	\$139	\$329
Other contractual services	\$323	\$344	\$667
Travel	-	\$3,471	\$3,471
Capital outlays	\$41	\$51	\$92
Total non-caseload cost	\$127,761	\$130,449	\$258,210
Total TB Program administrative cost	\$542,257	\$564,311	\$1,106,567

Note: Dashes (-) represent data that amounted to zero.

Figure 15. TB Program administrative costs
 Washington state, FY 2019
 Source: Employment Security Department administrative data

TB Program administrative costs FY 2019			
Program cost measure			
Number of applications processed			2,788
Program cost measure	State funds	Federal funds	Total
Caseload staffing			
Unemployment insurance (UI) specialist	5	2	7
Office assistant	0.75	0.25	1
Total caseload staffing	5.75	2.25	8
Claims per UI specialist			349
Caseload cost			
Salaries	\$303,963	\$115,983	\$419,946
Benefits	\$129,493	\$49,404	\$178,897
Overtime	\$5,167	-	\$5,167
Total caseload cost	\$438,623	\$165,387	\$604,010
Non-caseload staffing			
Supervisory staffing	-	-	0
Total non-caseload staffing	-	-	0
Total staffing	5.75	2.25	8
Non-caseload cost			
Salaries	\$29,815	\$76,545	\$106,360
Benefits	\$12,277	\$30,713	\$42,990
Overtime	\$1,051	\$500	\$1,551
Supplies and materials	\$104	\$529	\$632
Communications/telecommunications	\$1,661	\$647	\$2,308
Utilities	\$4,712	\$2,630	\$7,342
Rental and leases	\$37,015	\$22,096	\$59,111
Repairs and maintenance	-	\$690	\$690
Printing and reproduction	-	\$75	\$75
Employee professional development and training	\$180	\$688	\$868
Rental and leases	\$75	\$45	\$120
Facilities and services	\$214	\$112	\$326
Data processing services (interagency)	\$558	\$262	\$820
Other contractual services	\$1,587	\$919	\$2,506
Travel	\$409	\$1,545	\$1,954
Capital outlays	\$79	\$190	\$269
Total non-caseload cost	\$89,736	\$138,187	\$227,922
Total TB Program administrative cost	\$528,358	\$303,574	\$831,933

Note: Dashes (-) represent data that amounted to zero.

Figure 16. TB Program administrative costs and projected costs
 Washington state, FY 2020 through FY 2021
 Source: Employment Security Department administrative data

TB Program administrative costs FY 2020 and projected costs FY 2021						
Program cost measure	FY 2020			Proj. FY 2021		
Number of applications processed	7,137			1,584		
Program cost measure	FY 2020 state funds	FY 2020 federal funds	FY 2020 total	Proj. FY 2021 state funds	Proj. FY 2021 federal funds	Proj. FY 2021 total
Caseload staffing						
Unemployment insurance (UI) specialist	4.5	4.5	9	4.5	4.5	9
Office assistant	0.5	0.5	1	0.5	0.5	1
Total caseload staffing	5	5	10	5	5	10
Claims per UI specialist	713			158		
Caseload cost						
Salaries	\$361,295	\$50,744	\$412,039	\$281,292	\$281,292	\$562,584
Benefits	\$157,706	\$21,020	\$178,726	\$118,459	\$118,459	\$236,918
Overtime	\$15,545	\$611	\$16,156	-	-	-
Total caseload cost	\$534,546	\$72,375	\$606,921	\$399,751	\$399,751	\$799,502
Non-caseload staffing						
Supervisory staffing	1	1	2	1	1	2
Total non-caseload staffing	1	1	2	1	1	2
Total staffing	6	6	12	6	6	12
Non-caseload cost						
Salaries	\$103,063	\$52,398	\$155,461	\$62,366	\$62,366	\$124,732
Benefits	\$53,034	\$22,085	\$75,119	\$24,953	\$24,953	\$49,906
Overtime	\$8,533	\$725	\$9,258	-	-	-
Supplies and materials	\$12	\$32	\$44	\$750	\$750	\$1,500
Communications/telecommunications	\$4,797	\$1,298	\$6,095	\$650	\$650	\$1,300
Utilities	\$5,859	\$1,271	\$7,130	\$2,500	\$2,500	\$5,000
Rental and leases	\$58,026	\$12,347	\$70,373	\$30,000	\$30,000	\$60,000
Repairs and maintenance	\$89	\$13	\$102	\$1,000	\$1,000	\$2,000
Printing and reproduction	-	\$423	\$423	-	-	-
Employee professional dev. and training	\$1,394	-	\$1,394	\$1,500	\$1,500	\$3,000
Rental and leases	\$33	\$8	\$41	-	-	-
Facilities and services	\$675	\$120	\$795	\$125	\$125	\$250
Data processing services (interagency)	\$156	\$21	\$177	\$280	\$280	\$560
Other contractual services	\$2,531	\$521	\$3,052	\$1,000	\$1,000	\$2,000
Travel	\$2,837	\$589	\$3,426	\$1,500	\$1,500	\$3,000
Capital outlays	\$30	\$7	\$37	-	-	-
Total non-caseload cost	\$241,069	\$91,858	\$332,927	\$126,624	\$126,624	\$253,248
Total TB Program administrative cost	\$775,615	\$164,233	\$939,848	\$526,375	\$526,375	\$1,052,750

Note: Dashes (-) represent data that amounted to zero.

Summary of administrative costs

The sum of federal and state TB Program administrative costs for FY 2017 through FY 2020 are shown in *Figure 17*. Administrative costs for projected FY 2021 are not provided due to the fact that conditions caused by the pandemic are still being absorbed into projected budgets. *Figure 17* compares total costs with the average number of TB applications processed.

Figure 17. Administrative costs per TB Program application processed
Washington state, FY 2017 through FY 2020
Source: Employment Security Department administrative data

Program cost measures	FY 2017	FY 2018	FY 2019	FY 2020
Total administrative costs	\$907,641	\$1,106,567	\$831,933	\$939,848
Applications processed	2,867	3,175	2,788	7,137
Cost per application processed	\$317	\$349	\$298	\$132

TB Program funding obligations

As of August 6, 2021, a total of \$269,009,641 has been paid out of TB funds over the history of the program. This represents about 54 percent of total funds made available for the program. A total of \$1,932,656 was paid out in FY 2021 and \$60,995 through August 6, 2021, of FY 2022. The balance of future obligations is \$18,654,270.¹³

¹³ Current as of July 2021. 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 every five years to collect information about the participants' training programs and subsequent employment experiences. In 2021, the University of Washington Survey Research Division 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) 2015 through 2019 was surveyed.

The survey was conducted beginning in January 2021 through April 2021, via telephone, internet, and mail-in surveys.

Telephone and/or email follow-up was attempted to answer any questions that a respondent failed to complete.

Response rate

The Employment Security Department contracted with the University of Washington Survey Research Division to survey 5,703 claimants approved for the TB Program who were approved from Jan. 1, 2015, through Dec. 31, 2019. SESRC received 3,069 usable responses, for a response rate of 53.8 percent.

Appendix figure A1-1. Survey results

Washington state, spring 2021

Source: Employment Security Department, 2021 Training Benefits survey

Survey results	Count
TB Program population (CY 2015 through CY 2019)	5,703
Usable responses	3,068
Response rate	53.8%

Appendix 2. Survey questionnaire

Washington State Employment Security Department Unemployment Insurance Training Benefits Program Survey

This survey is about your experience with Washington State's Unemployment Insurance Training Benefits (TB) Program, which provides extended unemployment benefits to qualifying unemployment insurance (UI) claimants who need training for a new career. We are interested in learning about your experience with the training program and application process. Please answer the following questions.

1. Employment Security Department 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 → CONTINUE TO Q2
 No → SKIP TO Q17 (on pg. 3)

2. What was (is) the name of the training program?

I don't know

3. Is a degree, certificate or license required for the job you are training for?

- Yes
 No
 I don't know

4. Did you complete this training?

- Yes → SKIP TO Q7
 No → CONTINUE TO Q5
 Still in training → SKIP TO Q7

5. When did you stop taking this training? (Enter Month and Year)

____ / ____
M M Y Y Y Y

6. Below is a list of reasons you might have for not completing the training. Select each reason that applies to you. *Select all that apply.*

- You found a job that met your needs
- You needed to find a job rather than continue school
- You returned to your former job
- You did not have enough money for tuition fees, supplies and/or books
- Your unemployment benefits ended before you completed the program
- Some other reasons (*please specify*) _____

7. Which of the following sources did you use to pay for your tuition? Select all that apply

- Personal funds
- Family support
- Other governmental assistance, for example, GI Bill or Workforce Innovation and Opportunity Act (WIA)
- Financial assistance through the school or college
- Training Benefits weekly funds
- Some other source of funds (*please specify*) _____

IF YOU HAVE COMPLETED TRAINING → CONTINUE TO Q8
IF YOU HAVE NOT COMPLETED TRAINING → SKIP TO Q9

8. When did you complete this training? (Enter Month and Year)

____ / ____
M M Y Y Y Y

9. Are you working now?

- Yes → CONTINUE TO Q10
- No → SKIP TO Q18

10. When did you start this job? (Enter Month and Year)

____ / ____
M M Y Y Y Y

11. How helpful was the training you received in getting this job?

- Not at all helpful
- A little helpful
- Moderately helpful
- Very helpful

12. Are you employed in a field for which you were retrained?

- Yes
- No

13. After completing your training, did you go back and work for the same employer who had laid you off?

- Yes
- No

14. Which of the following categories best represents your current job/occupation?

- | | |
|--|---|
| <input type="checkbox"/> Architecture and engineering | <input type="checkbox"/> Installation, maintenance and repair |
| <input type="checkbox"/> Arts, design, entertainment, sports and media | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Building and grounds cleaning and maintenance | <input type="checkbox"/> Life, physical, and social science |
| <input type="checkbox"/> Business and financial operations | <input type="checkbox"/> Management |
| <input type="checkbox"/> Community and social service | <input type="checkbox"/> Military specific |
| <input type="checkbox"/> Construction and extraction | <input type="checkbox"/> Office and administrative support |
| <input type="checkbox"/> Computer and mathematical | <input type="checkbox"/> Personal care and service |
| <input type="checkbox"/> Educational instruction and library | <input type="checkbox"/> Production |
| <input type="checkbox"/> Farming, fishing and forestry | <input type="checkbox"/> Protective service |
| <input type="checkbox"/> Food preparation and serving related | <input type="checkbox"/> Sales and related |
| <input type="checkbox"/> Healthcare practitioners and technical | <input type="checkbox"/> Transportation and material moving |
| <input type="checkbox"/> Healthcare support | <input type="checkbox"/> Other (<i>specify</i>) _____ |

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

Hours per week: _____

16. What is your rate of pay **before taxes and deductions**? (First select the pay frequency, then enter the amount).

- Per hour \$ _____ → SKIP TO Q18
- Or per week \$ _____ → SKIP TO Q18
- Or per month \$ _____ → SKIP TO Q18
- Or per year \$ _____ → SKIP TO Q18

ANSWER Q17 ONLY IF YOU HAVE NOT STARTED YOUR TRAINING PROGRAM.

17. Below is a list of possible reasons why you haven't started your training program. Please select each reason that applies to you. *Select all that apply.*

- You found a job that met your needs
- You did not have enough money for tuition fees, supplies and/or books
- You needed to find a job rather than start school
- You returned to your former job
- You had other family responsibilities
- Other reasons (*please specify*) _____

18. How satisfied were you with the process of applying for the Training Benefits Program?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- I don't know
- I prefer not to answer

19. Are there areas of the Training Benefits Program application process that could be improved? If so, what areas would you like to see improvement?

Thank you so much for completing this survey! We really appreciate your time and thoughtful answers.

If you have any questions or additional comments, please enter them in the space below.
