

State of Alaska

Frank H. Murkowski, Governor

Year Four

Workforce Investment Act

Title 1-B Annual Report Program Year
2003

*Prepared
October 1, 2004*

Alaska Department of Labor
and Workforce Development



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State of Alaska

DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

OFFICE OF THE COMMISSIONER

October 1, 2004

**FRANK H. MURKOWSKI,
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The Honorable Elaine L. Chao
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Madam Secretary:

It is a pleasure to provide Alaska's Program Year 2003 Annual Report on behalf of the Governor of Alaska his designee for workforce development, I certify that the Workforce Investment Act data submitted for Federal Program Year 2003, as contained in the following report, is complete and accurate.

Alaska reached the minimum negotiated performance levels in all categories for Program Year 2003. Further, we are pleased to report the state exceeded 16 of the 17 negotiated measures, topping three more measures than in Program Year 2002. This accomplishment is the result of implementing many of the strategies of the Alaska Workforce Investment Board, the policy body devoted to strengthening Alaska's workforce.

This report outlines the work accomplished by the agency divisions – the Alaska Job Center Network (Employment Security Division) and the Division of Business Partnerships, of which the Alaska Workforce Investment Board is a part.

We continue to see improvements and efficiencies in the consolidated statewide system. We welcome your involvement and support in these important efforts, and look forward to working closely with you to build a quality Alaskan workforce.

Sincerely,



Greg O'Claray
Commissioner

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All tables and financial statements provided by the Alaska Department of Labor and Workforce Development,
Division of Business Partnerships.

Alaska Workforce Investment Board

The Alaska Workforce Investment Board (AWIB) led the change in the development of Alaska's workforce system. Program Year 2003 ushered in a new era of accountability across agencies and within geographic regions. The board diligently sought to engage business, industry, organized labor, community-based organizations, and the education system in workforce issues and the integration of academic and occupational learning that lead to good jobs and careers for Alaskans.

AWIB Vision

An Opportunity for Employment for All Alaskans

- *Right Skills* - A prepared and motivated workforce.
- *Right Person* - Workers and employers connect.
- *Right Job* - Alaskans meeting their potential for employment in the areas of skills, salary and satisfaction.
- *Right Time* - Linkages that produce a skilled Alaskan workforce when and where needed.

AWIB committees are aligned to specific elements of the vision. This vision describes a workforce system that is accessible and understandable to all customers and stakeholders. Today's customers include businesses searching for qualified workers, unemployed Alaskans needing jobs, and workers desiring to upgrade their skills. The vision focuses on the critical elements of work and provides a compass to the future.

AWIB Mission

To provide leadership, set policy, direction and accountability standards to get Alaskans into jobs.

To this end the board is pursuing the following strategic goals and priorities:

- Optimize participant employability.
- Ensure access to quality job training and employment services statewide, particularly to rural areas, economically disadvantaged citizens, and Alaskans with disabilities.
- Promote lifelong occupational learning, skill transferability, credential portability, and worker mobility.
- Increase the number of jobs held by Alaska residents.
- Reduce unemployment by economic region in Alaska.

- Decrease welfare dependence by economic region in Alaska.
- Improve earnings for Alaskans relative to non-resident workers.
- Enhance and increase the supply of trained and credentialed workers for good, in-demand jobs.
- Retain skilled workers in vital Alaskan industries.
- Gain skills and technical knowledge in Alaska's emerging and current workforce.

The goals promote a healthy economy and strong rural and urban communities. This is accomplished by increasing employment opportunities through improved linkage with government, education and private sector activities that develop, strengthen, stimulate and diversify Alaska's economic base.

In addition, the board prioritized the following industries for funding training programs in preparation for anticipated growth:

- Health care
- Construction
- Information Technology
- Education
- Natural resource development i.e., mining and petroleum
- Transportation
- Hospitality and tourism
- Seafood harvesting and processing

These goals and priorities represent the board's efforts to assist Alaska's workforce system to create good jobs for Alaskans.

AWIB Objectives

Below are the strategic objectives for Program Year 2003:

- Sixty percent of training participants entering employment related to the training received.
- At least sixty percent of the training programs on the Employment Training Provider List are either registered apprenticeships, adhere to industry-based skill standards, or result in accredited degrees.
- Increase in the rate of participants entering employment by two percent per year.
- Increase market share among employer customers by two percent per year.
- Annual two percent reduction of non-resident to resident employment ratio.
- Earnings increase equal to fifty percent of a participant's training cost within six months.

- Sixty percent of participants trained in occupations identified by the board as belonging to a priority industry.
- Encourage workforce and economic development forums in all regions of the state.

AWIB ACTIVITIES

Construction in Alaska is outpacing industry forecasts. The construction industry is an excellent example of an industry consortium working closely with the workforce investment board to satisfy demand for skilled workers. Together with associations and construction industry representatives, the AWIB sponsored a Construction Forum to mobilize efforts that responded to the demand for a skilled workforce and will help meet the needs of the mining and petroleum industries.

It is important for Alaska to wisely invest the funding it receives. Board members regularly sit on review committees to evaluate grant applications according to AWIB strategic goals and priorities. Board members make recommendations for funding that focus on a higher return on investment of training resources.

During Program Year 2003 the AWIB adopted the Vocational and Technical Education Providers group as an ad hoc committee to the Workforce Readiness Committee to better align the board's strategic planning with the training delivery system.

The AWIB strongly supported continuing professional and technical education among job center staff and management. The highly successful One-Stop Academy model is an intensive training session that kept personnel informed of workforce system developments and enhanced skills.

As resources for job training declined the board was confronted with limited funding for the participants interested in receiving services. At the same time it was brought to the board's attention that a new priority of service population had been designated by congress. In a proactive effort the board voted to designate low-income veterans as the first priority of service followed by all others on public assistance. This effort was consistent with the goals of the board and focused the limited investment on priority industries and participants.

Despite continuing improvement in "Alaska Hire," a large number of nonresidents still work in Alaska. Maximizing the employment of Alaskans not only ensures that maximum benefit accrues to the state from economic development activity; it also reduces demands upon the state's safety net programs such as unemployment insurance and public assistance.

Year Four - Workforce Investment Act Implementation in Alaska

The Alaska Job Center Network

The *Alaska Job Center Network* (AJCN) is Alaska's One-Stop career center system comprised of six full service and sixteen satellite job centers across the state. The Employment Security Division serves as Alaska's One-Stop Operator. A new Memorandum of Agreement with required partners was developed and signed in Program Year 2003.

Job Center partners include, Workforce Investment Act (WIA) Employment Services, Veterans' Services, Adult, Dislocated Worker, and Youth training programs, Trade Act, Adult Basic Education, Unemployment Insurance, Vocational Rehabilitation, Temporary Assistance to Needy Families (TANF), the Senior Community Service Employment Program, and Carl D. Perkins (Post-Secondary) Vocational Education.

PY 2003 Accomplishments

The new Barrow One-Stop. More than a year in the planning, the Alaska Department of Labor and Workforce Development's Employment Security Division signed a Memorandum of Agreement with the North Slope Borough on December 9, 2003. The grand opening of the Barrow One-Stop Job Center was held in May 2004. Activity has been strong. This One-Stop office is also the farthest north in the country.

Secured and implemented a National Emergency Grant to assist dislocated salmon fishermen and processors in Alaska. Alaska salmon fishermen were economically impacted by competition with foreign import of farmed salmon, which caused low prices for wild Alaska salmon in domestic and world markets over the past few years. In nine short months, through aggressive outreach and marketing efforts, enrollment goals were exceeded with over 500 participants as of the end of Program Year 2003. We are now in Phase II of the grant, helping people to receive services or training.

Customized Employment Project. The Division of Vocational Rehabilitation has partnered with the Employment Security Division to form a new approach to case management which is team-based, more intensive and includes discovery techniques.

Alaska Job Center Redesign Project. At the five largest Alaska Job Centers, which are full-service One-Stops including the Juneau Job Center, Anchorage Job

Center Muldoon, and Peninsula Job Center in Kenai, Mat-Su Job Center, and Fairbanks Job Center, this redesign project is customer based.

Integrate and streamline the Employment Security Division AJCN, Employment and Training Unit. As a result of our approved waiver request to go to a single state / regional planning area under WIA, the division was able to take advantage of the opportunity to align and integrate some Job Training and Employment Security functions and staff in the field Job Center/One-Stop offices under a more unified management.

Title 1B Programs in Alaska

Overview of Adult and Dislocated Worker Programs

During Program Year 2003, Alaska exceeded all eight of the negotiated WIA performance measures for the Adult and Dislocated Worker programs while serving more WIA participants. This year's customers included businesses looking for qualified workers, unemployed Alaskans looking for work, and incumbent workers needing to upgrade their skills in a changing work environment. Overall the trend remains positive for these programs as they continue meeting the needs of businesses and workers, resulting in attainment of recognized certifications and employment in high demand industries. Increased performance is expected in Program Year 2004.

Total participants served in these programs during Program Year 2003 were 2,873 compared with 2,964 in Program Year 2002. Utilizing discretionary funding sources, the state has continued accommodating the needs of the Adult program clients. However, the resources for adult services have decreased overall and the department faced difficult decisions regarding staffing and service levels in the WIA Adult program. The state continually works with the U.S. Department of Labor to promote maximum flexibility of funding allocations to maintain both Adult and Dislocated Worker services at levels sufficient to meet Alaska's workforce needs.

Adult Program

ADULT PROGRAM Year 2003 (SFY04)				
July 1, 2003 – June 30, 2004				
	2003			2002
Program Performance Measure	Negotiated Performance	Actual Performance	80% of Negotiated Performance	Actual Performance
Entered Employment Rate	69.0%	74.0%	55.2%	75.6%
Employment Retention Rate	82.0%	84.6%	65.6%	82.1%
Earnings Change in Six Months	\$4,200	\$5,376	\$3,360	\$5,821
Credential Rate	57.0%	66.3%	45.6%	64.6%

Source: Alaska Department of Labor and Workforce Development, Division of Business Partnerships.

Analysis

In Program Year 2003, a total of 1,350 individuals participated in the Adult Program as compared to 1,713 in Program Year 2002, approximating the percent reduction in Program Year 2003 WIA Adult program funding. During months seven through twelve (the third and fourth quarter) following exit from the program, 74.0 percent of program participants were reported employed in Alaska

wage and salary employment or were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 84.6 percent retained employment in the third quarter after exit. Six months' earnings change was \$5,376 for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 66.3 percent.

Dislocated Worker Program

DISLOCATED WORKER Program Year 2003 (SFY04)				
July 1, 2003 – June 30, 2004				
	2003			2002
Program Performance Measure	Negotiated Performance	Actual Performance	80% of Negotiated Performance	Actual Performance
Entered Employment Rate	75.0%	83.5%	60.0%	77.0%
Employment Retention Rate	87.0%	89.5%	70.4%	86.4%
Earnings Change in Six Months	98.0%	138.2%	78.4%	145.0%
Credential Rate	57.0%	76.5%	45.6%	70.1%

Source: Alaska Department of Labor and Workforce Development, Division of Business Partnerships.

Analysis

The Dislocated Worker Program served 1,523 individuals during Program Year 2003, up from 1,251 in Program Year 2002. During months seven through twelve (the third and fourth quarters) following exit from this program, 83.5 percent of program participants were reported employed in Alaska wage and salary employment or were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 89.5 percent retained employment in the third quarter after exit. Six months' earnings replacement was 138.2 percent for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 76.5 percent.

Funding Concerns

Alaska continues to advocate for a simpler and more stable federal allocation formula for funding WIA Title 1B programs. Currently, the allocation is slow to respond to market changes that often have more impact on the implementation of WIA than the in-state system. During Program Year 2003, Alaska no longer experienced a surplus of WIA Adult funds resulting in service to 21 percent fewer participants in the Adult program this year.

Rapid Response Program

The statewide Rapid Response program provides an initial contact with employers and labor organizations when there are workforce reductions or closings involving job losses of 50 or more individuals in the Anchorage/Mat-Su geographic area, and 35 or more in the remainder of the state. In addition to providing preliminary information regarding Job Center services, Trade Adjustment Assistance and other related services to affected employees, the program offers services such as worker adjustment committees, peer support programs, layoff aversion strategies and specialized workshops.

The declining salmon industry is one example that is affecting employed processing workers, self-employed fishermen and crew as well as communities dependent on fish taxes and other revenues. Rapid response services partner with other organizations and programs to provide unduplicated, seamless information and access to services.

In Program Year 2003, Peer Services were made available for the large K-Mart layoff in four statewide locations, dislocated machinists in multiple coastal communities associated with the Alaska wild salmon decline; and similarly, in Bristol Bay for dislocated salmon fishermen including vessel crews and salmon processing employees. Peers made onsite trips to remote villages and communities providing information regarding services, developments in the industry, and provided access to new funding sources, among other services.

Rapid Response funded a curriculum development project to avert future layoffs in rural school districts related to staff training required by the No Child Left Behind Act, and assisted with the identification of employer needs for a trained workforce in the Southeast Alaska community of Hoonah and the area of Icy Straits.

National Emergency Grant

Rapid response activities both supported and resulted in a National Emergency Grant (NEG) for the Alaska Salmon Fisheries Response project. Declining price and world markets have eroded the salmon fishing and processing employment over a period of ten years across species. This NEG has been instrumental in bringing WIA services to participants in approximately 30 small communities where no on-site WIA services are available. Nearly 600 individuals seeking new jobs and careers are registered for NEG services. Following the recent fishing season, the number of eligible dislocated workers seeking NEG services continues to grow. Alaska was awarded up to \$8 million for this program.

Youth Program

The Youth Program made successful strides towards performance improvement during Program Year 2003. Major accomplishments this year included implementation of the Individual Training Account Waiver for youth and statewide implementation of the Community Resource Mapping Project (CYM). This was the first year all grants were issued out of the Division of Business Partnerships. The 27 statewide WIA Youth Program Providers observed higher levels of accountability. Program integration of the ten basic elements provided youth with a foundation to meet the workforce needs of Alaskan employers. Policies and procedures were established to promote continuity and equity of services across the state.

Partnerships and collaborations with business and industry were initiated to prepare Alaska youth for the workforce demands in the AWIB targeted industries. The emphasis this year was on meeting industry and national standards in pre-employment and employment training through a coordinated effort with businesses and educational institutions.

YOUTH PROGRAM Year 2003 (SFY04)				
July 1, 2003 – June 30, 2004				
	2003			2002
Program Performance Measure	Negotiated Performance	Actual Performance	80% of Negotiated Performance	Actual Performance
Older Youth				
Entered Employment Rate	68.0%	74.1%	55.0%	59.2%
Employment Retention Rate	72.0%	64.3%	58.0%	62.9%
Earnings Change in Six Months	\$3200	\$2615	\$2560	\$2556
Credential Rate	30.0%	62.7%	24.0%	40.7%
Younger Youth				
Skill Attainment Rate	75.0%	87.6%	60.0%	88.7%
Diploma or Equivalent Attainment Rate	55.0%	67.5%	44.0%	64.8%
Retention Rate	47.0%	67.0%	38.0%	46.4

Source: Alaska Department of Labor and Workforce Development, Division of Business Partnerships.

Analysis

There was significant improvement in Youth Performance this year, especially in the area of Alaska's Credential Rate for Older Youth. Alaska was able to bring this measure to over 200 percent of the negotiated rate. There are only two measures that did not exceed the negotiated performance rate, Employment Retention and Earnings Change. This may be attributable to a reporting error due to youth who work during the summer and return to college in the fall. Two other variables may also have affected these measures: period of performance and raising the negotiated rate an additional \$700 for the earnings change. The rates were

negotiated based on summer wages, not annual wages, for youth. This is not an accurate picture of the annual wages.

Alaska served 147 older youth participants and 1,095 younger youth participants with a full array of services taken from the ten basic elements. The Youth Program exceeded the requirement that 30 percent of the resources be allocated to out-of-school youth. Over 39 percent of the funding was used to serve out-of-school youth.

The Alaska Youth Council developed a strategic plan congruent with the objectives of the Alaska Workforce Investment Board. The council also assisted with funding and distribution decisions affecting WIA Youth programs.

A youth development model is being integrated into the delivery of services, which includes the new Vision for Youth Programs. Intensive technical assistance, training, support, and continual evaluation of programs are all utilized in developing this systemic approach. The US DOL Region VI, through various staff and technical assistance, provided resources and information to improve Alaska's performance statewide. Improvement also came with the assistance of Social Policy Research, Inc. and the Performance Improvement Project. Significant advances were realized through the analysis and correction of data, and training contractors in direct Management Information Systems (MIS) input. Training in performance, MIS, and youth development will continue.

Performance analysis is still affected by grantees who have connectivity problems or lack data entry experience. Youth grantees participate in a monthly teleconference to address problems in performance, MIS, and grant management. The Career Development Facilitator Credential model training is being planned for implementation for Program Year 2004 this year to promote consistency in program delivery and standards. Technical assistance funding supported the development of a case management pilot program through funding from Region VI, which has promoted better support to older out-of-school youth.

Customer Satisfaction Rates

Alaska’s overall customer satisfaction rates for Adult, Dislocated Worker, and Youth programs for Program Year 2003 were 0.0 percent for employers due to no responses from our small sample employers and 74.7 percent for participants.

CUSTOMER SATISFACTION Program Year 2003 (SFY04)				
July 1, 2003 – June 30, 2004				
	2003			2002
Program Performance Measure	Negotiated Performance	Actual Performance	80% of Negotiated Performance	Actual Performance
Employers	75.0%	0.0%	60.0%	72.0%
Participants	75.0%	74.7%	60.0%	75.6%

Source: Alaska Department of Labor and Workforce Development, Division of Business Partnerships.

Alaska’s negotiated federal performance levels for the WIA Adult and Dislocated Worker programs were based on Alaska’s economic circumstances, the expected national averages for performance standards, and available baseline data from the past three years. In the face of economic transition, and the need to improve employment in rural Alaska, the state will be successful if it can prevent a loss in earnings and increase the opportunities for good jobs during Program Year 2004. Alaska is committed to meeting the performance standards during Program Year 2004 and in improving the quality of services as defined by customer satisfaction.

Statewide Activities

The Division of Business Partnerships administers the WIA Allowable Statewide Activities program for the state. Under Title IB of the WIA, the state is authorized to retain up to ten percent of Adult, Youth and Dislocated Worker funds allocated to Alaska. This ten percent may be used to provide financial assistance to carry out required and other statewide activities.

On behalf of the Alaska Workforce Investment Board, Statewide Activities grant applications are solicited that are consistent with the AWIB Strategic Plan and the WIA State Unified Plan. Entities eligible to apply include any non-profit or for-profit organization, business, or government agency licensed or recognized to conduct business in Alaska.

Statewide Activities Categories	Amount Expended
One Stop Delivery, Capacity Building, Staff Development and Technical Assistance	\$624,250
Research and Development	\$30,773
Evaluation	\$35,053
Incumbent Worker Projects	\$113,868
Eligible Training Provider List and Management Information System	\$54,375
Incentive Grants to Local Areas	\$0
Youth Services	\$422,093
TOTAL	<u>\$1,280,412</u>

Source: Alaska Department of Labor and Workforce Development, Division of Business Partnerships.

Expenditures for required activities included: disseminating the eligible training provider list, conducting evaluations in order to establish and promote high-level performance practices, assisting in the establishment and operation of One-Stop delivery systems and, providing additional assistance to local areas with high concentrations of eligible youth. The Alaska DOLWD did not provide incentive awards this program year since it became a single service area. Allowable activities included: providing capacity building and technical assistance, establishing and implementing innovative programs and state administration costs.

Year Four Analysis

WIA Financial Statement

Table 5

WIA 6/30/04 Annual Report

Operating Results	Available	Expended / Obligated	Percent	Balance Remaining
Total All Fund Sources	\$19,015,085	\$16,389,165	86.19%	\$2,625,920
Adult Program Funds	\$2,348,506	\$2,239,019	95.34%	\$109,487
Adult Carry in Money	\$540,745	\$540,745	100.00%	\$0
Dislocated Worker Program Funds	\$2,723,112	\$1,694,596	62.23%	\$1,028,516
Dislocated Worker Carry in Money	\$4,307,747	\$3,473,716	80.64%	\$834,031
Youth Program Funds	\$2,465,017	\$2,062,653	83.68%	\$402,364
Youth Carry in Money	\$1,119,214	\$1,119,214	100.00%	\$0
Local Administration Funds	\$840,715	\$765,263	91.03%	\$75,452
Local Administration Carry in Money	\$226,292	\$226,292	100.00%	\$0
Rapid Response Funds	\$0	\$0	N/A	\$0
Rapid Response Carry in Money	\$1,287,694	\$1,115,466	86.63%	\$172,228
Statewide Activities Funds	\$1,483,616	\$1,483,616	100.00%	\$0
Statewide Activities Carry in Money	\$1,672,427	\$1,668,585	99.77%	\$3,842

Analysis and Assumptions

The board targeted a number of strategies that emphasized training in high demand, high wage occupations. This was also the year Alaska experienced over a forty percent reduction in funding. This reduction forced the programs to find cost efficiencies and in some cases reduce the number of participants served.

As a result of the decreased funding, participant registrations for the programs were mixed. The Dislocated Worker program continued to increase the number of participants, the Youth program remained essentially unchanged and the Adult program declined significantly in the number of participants. On the positive side, the state used the change as an opportunity to maximize the effectiveness of our training dollars.

In PY 2002, the state's Cost Effectiveness (C-E) ratios were all consistent while significantly higher. This year the C-E ratios remained consistent from last year

relative to each program. The significant change was the dramatic decrease in the ratios overall. PY 2003 saw an increase in the refinement of program service delivery as indicated by the Cost Effectiveness Ratio. In Table 6 less than \$1,000 separated the highest C-E ratio from the lowest across all programs. This is a strong indication that services are delivered in a consistent manner. The consistent C-E Ratio seems to indicate that Alaska's workforce investment programs have finally stabilized. The focus should now address programmatic strategies for improving efficiency and effectiveness.

This information reflects several important aspects of the program. First, the overall number of participants served in the Adult and Youth programs is likely to decline over the next several years. Second, without increases in funding for these two programs the training industry will also experience a contraction. Third, if we are to continue services at the current level we will need to become better at leveraging other training resources.

Table 6

Cost Effectiveness Ratio All Registered Participants	Participants	Costs	C-E Ratio
Adult Program	1350	\$2,659,367	\$1,970
Dislocated Worker Program	1523	\$4,481,176	\$2,942
Older Youth Program	147	\$297,438	\$2,023
Total All Fund Sources	3020	\$7,437,981	\$2,463

** Based upon the % of expenditures relative to the ratio of older and younger youth.*

Table 7

Cost Effectiveness Ratio Entered Employment	Participants**	Costs	C-E Ratio
Adult Program	256	\$2,659,367	\$10,366
Dislocated Worker Program	370	\$4,481,176	\$12,111
Older Youth Program	40	\$297,438	\$7,435
Total All Fund Sources	666	\$7,437,981	\$11,168

*** Period of performance 10/01/02-9/30/03.*

Some of the strategies the state is beginning to examine include improved partnerships with other one-stop partners, better training of one-stop and grantee personnel and better referrals for WIA services. Improved partnerships will allow the job centers to share the cost of training across many funding sources and thereby reduce the risk for any one partner. Better training of our workforce professionals will reduce the number of inappropriate decisions that adversely effect the program and the participants. The Youth program is considering the Career Development Facilitator Certificate as one way to assure our grantees are

adequately trained. The board continues to support development of our workforce professionals and has encouraged follow up training to the Career Academy offered to one-stop personnel. Finally, by better informing our partner agencies and referral sources we can assure that training dollars will be used for the greatest benefit. Training providers are just one example of a referral source that could be improved. Instead of referring individuals that are not appropriate for WIA services we can help them understand who the better referral might be.

Alaska is pleased to see the state's overall expenditure rate above 86 percent. Performance of this nature will mitigate concerns that the state is carrying excess funds into PY 2004. Furthermore the percentage is consistent with the expectations of the Employment and Training Administration. However, PY 2003 funds are 43 percent less than PY 2002. This means the state has entered PY 2004 with significantly less funds across all WIA programs and significantly less carry-in funds that might offset reduced funding. In PY2002 the state had over thirty-five million dollars. In PY 2003 the state had sixteen million less than the previous year. The loss of fiscal resources along with a significant economic downturn in Alaska's fishing industry means the state lacks the resources to respond to all eligible participants and will need to prioritize services to participants. So while Alaska achieved the expenditure rates expected from ETA, it will be unlikely that participants in PY 2004 can be served at the levels achieved in PY 2003.

We recognize that our expenditure rate for the dislocated worker program is below 70 percent of the PY 2003 dislocated worker allocation. We are initiating several strategies to ensure management and field staff focus on services to dislocated workers. These strategies include policy enhancements for dislocated worker service delivery, technical assistance to managers and supervisors, training to field staff, a forum for assistance with difficult or confusing eligibility cases, planning tools to estimate activities and costs for case loads, refinement of services and costs definitions and increased authority for training costs.

A more significant issue to point out is the total expenditure for the dislocated worker funding stream, including set asides for administration and statewide reserve. We are expending over 70 percent of the PY 2003 dislocated worker funding stream. We believe our efforts to train field staff and enhance management's understanding of dislocated worker eligibility will increase our expenditures through out PY 2004 and ensure full utilization of our training resources.

The one shining star in the future continues to be the National Emergency Grant program. While the eight million dollars projected cannot make up for the difference between PY 2003 and PY 2004, it will mitigate the impact and allow Alaska to plan for the decline in funding. In the end, Alaska must have a lean and focused workforce development system if it is to meet the demands of an ever-changing economy.

Appendix I

Alaska Workforce Investment Board Roster

Name	Organization	Address	Phone	Fax	E-mail
1. Lt. Governor Loren Leman	Lieutenant Governor	P.O. Box 110015 Juneau, AK 99811	465-3520	465-5400	loren_leman@gov.state.ak.us
Lt. Governor's Designee: Rachael Petro	Lieutenant Governor's Office	510 L Street, Suite 410 Anchorage, AK 99501	271-1414 952-7343	271-1415	rachael_petro@gov.state.ak.us rpetro@denali.gov
2. Commissioner Greg O'Claray	Commissioner, Dept. of Labor & Workforce Dev.	P.O. Box 21149 Juneau, AK 99802- 1149	465-2700	465-2784	greg_o'claray@labor.state.ak.us
3. Commissioner Roger Sampson	Commissioner, Dept. of Education & Early Dev.	810 W. 10 th Ave., Suite 200 Juneau, AK 99801- 1894	465-2800	465-3452	roger_sampsom@eed.state.ak.us
EED Designee: Karen Rehfeld	Dept. of Education & Early Development	810 W. 10 th Ave., Suite 200 Juneau, AK 99801- 1894	465-8650	465-3452	karen_rehfeld@eed.state.ak.us
4. Commissioner Joel Gilbertson	Commissioner, Dept. of Health & Social Services	P.O. Box 110601 Juneau, AK 99811- 0601	465-3030	465-3068	Joel_gilbertson@health.state.ak.us
DHSS Designee: Kitty Farnham	Director, Division of Public Assistance	3601 C Street, Suite 814 Anchorage, AK 99503	269-7930 632-0615	269-7869	Katherine_Farnham@health.state.ak.us
5. Commissioner Edgar Blatchford	Commissioner, Dept. of Com. & Economic Devel.	P.O. Box 110800 Juneau, AK 99811- 0800	465-2500	465-5442	edgar_blatchford@dced.state.ak.us
6. Andy Baker, Chair Bus/Industry, 10/13/06	Baker Aviation	P.O. Box 116 Kotzebue, AK 99752	442-3138 223-8167	442-2088	bakerotz@otz.net
7. Rod Betit Private Sector, 10/13/07	Alaska State Hospital and Nursing Home Assoc.	426 Main Street Juneau, AK 99801	586-1790	463-3573	rbetit@ashnha.com
8. Richard Cattanach Private Sector, 10/13/04	Assoc. General Contractors of Alaska	661 Highlander Circle Anchorage, AK 99518	561-5354	562-6118	dick@agcak.org
9. Susan Denison Private Sector, 10/13/06	Diversity Awareness Program, Providence Health System, Alaska	9100 Centennial Drive Anchorage, AK 99504	269-3212	338-6789	SDenison@provak.org
10. Rose Ellis Native Org., 10/13/07	Native Employment and Training	2026 Arlington Drive Anchorage, AK 99517	248-3359		rose@alaska.com
11. Kristen Forrester Sec./Post-Sec. Ed., 10/13/05	Mat-Su Borough School District	P.O. Box 2557 Palmer, AK 99645	746-9238	761-4087	kristen.forrester@matsuk12.us

12. Neal W. Foster Bus/Industry, 11/14/05	Bonanza Fuel	P.O. Box 1633 Nome, AK 99762	443-2561	443-3063	nfoster@snc.org
13. Dr. Alice Galvin Bus/Industry, 10/13/04	Adviser in Organizational Dev., BP Exploration	P.O. Box 196612 Anchorage, AK 99519	564-5358	564-4925	galvinaj@bp.com
14. Pres. Mark Hamilton U of A Rep., 10/13/05	President, University of Alaska	P.O. Box 755000 Fairbanks, AK 99775	474-7311	474-6342	sypres@alaska.edu
Pres. Hamilton's Designee: Wendy Redman	Vice President, University Relations	P.O. Box 755200 Fairbanks, AK 99775	474-7390	474-7570	wendy.redman@alaska.edu
15. M. Chris Hayes Com. Based Org/ABE 10/13/07	Executive Director, LOVE Social Services Center, Inc.	2601 Chief Alexander Drive Fairbanks, AK 99709	458-8400	458-8402	lsscdir@acsalaska.net
16. Jim Laiti Org. Labor, 10/13/06	Plumbers & Pipefitters Local 375	3568 Geraghty Street Fairbanks, AK 99709	479-6221	479-6227	local375@alaska.com
17. Dr. Jo Ann McDowell Pub Ed/Optional, 10/13/04	Pres., Prince William Sound Com. College	P.O. Box 856 Valdez, AK 99686	834-1612 831-0009	834-1611	vnjcm@uaa.alaska.edu
18. Terry R. Miller Organized Labor, 10/13/04	Operating Engineers	9309 Glacier Hwy, Bldg. A Juneau, AK 99801	586-3850 321-1047	463-5464	Iuoe302J@gci.net Juneau@local302.com
19. Ginger Stock- McKenzie Private Sector, 10/13/07	WebWeavers Technology Group	565 University Avenue, #4 Fairbanks, AK 99709	479-9330 561-9322	457-7281	ginger@webbweavers.com
20. David Stone, Vice Chair Business/Industry, 10/13/05	Alaska Electric Light & Power	2339 Meadow Lane Juneau, AK 99801	463-6302	780-3571	david.stone@aelp.com
21. Tim Sunday Organized Labor, 10/13/05	Teamsters Local 959	306 Willoughby Avenue Juneau, AK 99801	586-3225	586-1227	tsunday@akteamsters.com
22. Colleen Ward Private Sector, 10/13/06	Owner XCEL	P.O. Box 751 Kenai, AK 99611	283-6007 252-1689	283-8163	xcel@alaska.com
23. VACANT Private Sector					
24. VACANT Private Sector					
25. VACANT Organized Labor					
26. Vacant Prof. Exp. W/Dev. Disabilities					

**Indicates Youth Council Member.*

WIA Annual Report Data

State Name: AK

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	75	74.7	661	1,655	1,655	39.9
Employers	75	1	0	20	20	0

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69	74	256
			346
Employment Retention Rate	82	84.6	335
			396
Earnings Change in Six Month	4,200	5,376	2,058,953
			383
Employment and Credential Rate	57	66.3	337
			508

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	61.4	54	63	17	51.5	17	72.7	8
		88		27		33		11
Employment Retention Rate	84.7	72	83.7	41	79.2	38	80	8
		85		49		48		10
Earnings Change in Six Months	6,425	533,262	6,360	305,296	3,630	141,565	5,480	54,800
		83		48		39		10
Employment and Credential Rate	56.1	64	58.5	24	50.9	27	73.7	14
		114		41		53		19

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	75.2	218	67.9	38
		290		56
Employment Retention Rate	84.9	270	83.3	65
		318		78
Earnings Change in Six Months	5,907	1,813,525	3,229	245,428
		307		76

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	83.5	370
			443
Employment Retention Rate	87	89.5	246
			275
Earnings Replacement in Six Months	98	138.2	3,863,915
			2,796,255
Employment and Credential Rate	57	76.5	264
			345

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.7	50	84.6	33	80	24	72.7	32
		59		39		30		44
Employment Retention Rate	81.6	31	78.1	25	92.9	13	82.6	19
		38		32		14		23
Earnings Replacement Rate	138.4	554,870	185.5	311,748	109.8	187,806	359.3	226,904
		400,839		168,102		170,974		63,143
Employment And Credential Rate	85.7	36	77.1	27	65	13	56.4	22
		42		35		20		39

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	83.8	289	82.7
345			98	
Employment Retention Rate	87.2	170	95	76
		195		80
Earnings Replacement Rate	158.3	2,309,805	116.2	1,554,110
		1,459,241		1,337,014

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68
Employment Retention Rate	72	64.3	27 42
Earnings Change in Six Months	3,200	2,615	107,216 41
Credential Rate	30	62.7	42 67

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.7	10	0	0	66.7	4	76.5
	15		1		6		34	
Employment Retention Rate	75	6	0	0	100	3	60	18
		8		1		3		30
Earnings Change in Six Months	5,348	42,785	0	0	4,207	12,621	3,116	90,365
		8		1		3		29
Credential Rate	61.1	11	0	0	71.4	5	56.8	25
		18		1		7		44

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	75
			1,595
Diploma or Equivalent Attainment Rate	55	67.5	224
			332
Retention Rate	47	67	238
			355

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	83	195	86.6	155	90.9	640
		235		179		704
Diploma or Equivalent Attainment Rate	58.8	20	66.7	12	65	143
		34		18		220
Retention Rate	38.5	15	31.8	7	82.1	170
		39		22		207

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.2	254	5,794	1,709,138	5.1	13	5,517	1,412,346	78.4	149
		313		295		256		256		190
Dislocated Workers	84.6	170	135.9	2,740,120	6.5	24	7,161	2,585,021	88.1	229
		201		2,016,553		370		361		260
Older Youth	71.4	25	3,077	104,629	0	0	3,353	134,117		
		35		34		40		40		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,350	655
Dislocated Workers	1,523	458
Older Youth	147	71
Younger Youth	1,095	542

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,779,764.00
Local Dislocated Workers		\$5,168,312.00
Local Youth		\$3,181,867.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$1,115,466.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$995,420.00
Statewide Allowable Activities 134 (a) (3)	Capacity Building, Staff Development, Technical Assistance	\$125,893.00
	Research and Development	\$30,774.00
	Evaluation	\$14,459.00
	Incumbent Worker Projects	\$113,869.00
	Youth Projects	\$422,094.00
Total of All Federal Spending Listed Above		\$13,947,918.00

WIA Annual Report Data

State Name: AK

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Single Area	Total Participants Served	Adults	1,350
		Dislocated Workers	1,523
		Older Youth	147
		Younger Youth	1,095
	Total Exiters	Adults	655
		Dislocated Workers	458
		Older Youth	71
		Younger Youth	542

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.7
	Employers	75	1
Entered Employment Rate	Adults	69	74
	Dislocated Workers	75	83.5
	Older Youth	68	74.1
Retention Rate	Adults	82	84.6
	Dislocated Workers	87	89.5
	Older Youth	72	64.3
	Younger Youth	47	67
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	5,376
	Dislocated Workers	98	138.2
	Older Youth (\$)	3,200	2,615
Credential / Diploma Rate	Adults	57	66.3
	Dislocated Workers	57	76.5
	Older Youth	30	62.7
	Younger Youth	55	67.5
Skill Attainment Rate	Younger Youth	75	87.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13