



Delaware Workforce Investment Board
Community Services Building
100 West 10th Street, Suite 707
Wilmington, DE 19801

John McMahon, Chair
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**Annual Report: Narrative Section
Delaware: Program Year 2003
July 1, 2003 – June 30, 2004
Submitted: September 30, 2004
By: Patricia A. Cannon, Executive Director**

What a Difference a DWIB Makes

It is with great pride that we submit Delaware's Annual Report for Program Year 2003. This year has been an odyssey that carried our state-wide workforce system through difficult processes, including root-cause analysis and corrective action plans, to celebrations on behalf of our customers. As we reported last year, Delaware had demonstrated significant performance improvements; however, we still failed to meet the minimum threshold for one of our seventeen performance goals.

An aggressive ongoing effort, including technical assistance from U.S. Department of Labor and their Mentor/Protégé program, has resulted in Delaware's successful attainment of all seventeen (17) performance standards for Program Year 2003 (PY03)!

Delaware's success is a testament to the leadership of Governor Ruth Ann Minner, Board Chairman John McMahon, Secretary of Labor Harold Stafford, Assistant Secretary of Labor Emily Stover-DeRocco, our Regional Administrator Lenita Jacobs-Simmons and exceptionally strong board members. Through their leadership, guidance and support, we have modified processes and policies that have demonstrated positive results for our customers.

We also acknowledge and express our gratitude to those on the front-lines of our data validation effort, Mr. Robert Clarkin of Delaware Department of Labor, Division of Employment & Training and Mr. Edward Bowman, US Department of Labor, Philadelphia Regional Office.

PY03 results illustrate a dramatic improvement in 11 out of 17 performance standards. Most significant, the 11 superior performance outcomes directly relate to increased Earnings, Employment and Employability (credentials).

Some of the initiatives that have contributed to our success include, but are not limited to, the following:

- ▶ National Business Learning Partnership (Mentor/Protégé Project)
- ▶ Increased Accountability
- ▶ Collaboration with Office of Occupational & Labor Market Information
- ▶ Data validation and training
- ▶ Improved Provider Relations
- ▶ Strategic Planning Sessions: Strengths, Weakness, Opportunities & Threats (SWOT)
- ▶ Enhanced Communication Strategies

During our October 21, 2003 Strategic Planning Session, we surveyed the Board members to clearly articulate their goals. The results of the SWOT analysis are included in our Strategic Plan, which is attached to this report.

Immediately following the Strategic Planning Session, we held the first of several Provider Forums to develop strategies that would enhance our working relationship, and thereby the services available to our customers. The survey results from our providers raised DWIB awareness of the barriers providers believed were impacting their capacity. DWIB leadership held three subsequent meetings with providers to respond to their concerns, and through this process have developed improvements in communication strategies and set response standards.

During a U.S. Dept. of Labor Compliance Audit in July, 2003, a concern was noted regarding perceived limits within our Certified Provider List. This prompted an immediate review of the application and renewal processes, as well as an increased effort to maintain a list focused on quality versus quantity. Delaware's demographics result in many of the smaller providers serving less than 100 customers per year, so that they often left the performance fields blank, based on limited statistical significance. DWIB adopted enforcement policies that now require all providers to display their performance outcomes for each program on our Certified Provider List, regardless of the number of students they serve. DWIB requires that each provider maintain a current Certification by Delaware Department of Education, as described in Delaware Code, Title 14, Chapter 85. Four providers were removed from the Certified Provider List this year for failure to maintain their DE DOE Certification and/or for failure to submit performance outcome data. We firmly believe the sentry effect has enhanced our performance and will continue to do so.

In addition, Delaware Technical & Community College (DTCC) has increased their course offerings through DWIB by over 200% and will continue to add new programs to meet labor market demand. DTCC is Delaware's only community college system. They were named the 1999 Community College of the Year and continue to focus their efforts on state-wide collaborations in response to industry needs.

Timeline of DWIB Initiatives for PY03

- ▶ July 1: DWIB received Disability Program Navigator Demonstration Grant \$191,790.
- ▶ July 8: DWIB partnered with DEDO* & DBI* at US DOL's Workforce Innovations Conference in Washington, DC
- ▶ August 18: DWIB participated in ASHHRA* meeting, collaboration w/NAWB*
- ▶ September 23: DWIB met with US DOL sponsored Consultant for Technical Assistance
- ▶ September 29: Toys R Us National Hiring Partnership Campaign
- ▶ October 6: Meeting w/Regional Office Team re: Corrective Action Plan
- ▶ October 7: DWIB participation in CareerOneStop Consortium meeting
- ▶ October 9: DWIB participation in The Immigrant Child Conference
- ▶ October 28: Mentor-Protégé Project Kick-off meeting in Chicago
- ▶ October 21: Strategic Planning Session
- ▶ October 21: Provider Forum
- ▶ November 3-5: Training w/DWIB's 4 Disability Program Navigators
- ▶ November 11: Provider Forum
- ▶ November 12: DWIB & Navigators participation in Governor's Commission on Community Based Alternatives
- ▶ November 19: DWIB participated in Homeless Planning Council project
- ▶ December 15: Mentor (Mike Kennedy) visited DWIB leadership
- ▶ January 13: Executive Director receives BRG* Award: HGJTI*
- ▶ January 15: Mentor visited DWIB leadership
- ▶ February 13: Provider Meeting
- ▶ March 7: Chairman McMahon represented DWIB in Panel Discussion following Delaware Theatre Company's production of **Nickel & Dimed** [based on the book that researched survival feasibility living on minimum wage]
- ▶ March 11: Planning meeting w/DOL-BRG, Motiva, Shell Oil and DOL-DET
- ▶ April 6: Provider Forum facilitated by: DE Dept. of Technology & Information
- ▶ April 19: Motiva Refinery Rapid Response Meetings in collaboration w/DOL, Economic Development, Unemployment Insurance, and Social Security Admin.
- ▶ April 20: DWIB Planning Retreat
- ▶ April 26: Board Chairman McMahon receives Governor's Volunteerism Award > 200 hours service to DWIB
- ▶ May 6: DWIB participated in State/National WIA* Evaluation Coordination Team
- ▶ June 30: Asst. Sec. DeRocco awards \$250,000 Biotechnology Grant to DWIB

Disability Program Navigator Demonstration Project

Overview

- ▶ Approximately 100 Navigator positions were established in FY 2003, with another 80-100 positions to be added in FY 2004.
- ▶ DOL, with input from SSA, has entered into grant agreements with the state level workforce system in 14 states where SSA is undertaking employment support initiatives: Arizona, California, Colorado, Delaware, Florida, Illinois, Iowa,

Maryland, Massachusetts, New York, Oklahoma, South Carolina, Vermont, and Wisconsin.

- ▶ DOL and SSA will train the Navigators on SSA employment support programs, One-Stop partner funded programs, and other programs that impact successful employment.
- ▶ DOL and SSA will work together to conduct a comprehensive evaluation of the Navigator pilot.
- ▶ Each navigator will be hired and employed by the state or local workforce system.
- ▶ DWIB has hired 4 Disability Program Navigators and DE DOL has generously supplied office space, including telephones and computers within each One-Stop Career Center to implement this project. The Navigators have successfully integrated into the One-Stop Career Centers while maintaining their commitment to capacity building within the entire state-wide workforce system, including other State of Delaware agencies and Community/Faith based organizations who serve persons with disabilities. They develop weekly newsletters that are shared within the One-Stop Career Centers as well as other stakeholders throughout system.
- ▶ Lisa Brack, our Lead Navigator, has been invited to represent the project at various national events.
- ▶ This project has been funded for a second year and we continue to see spectacular results throughout the state-wide workforce system on behalf of citizens with disabilities.

Another concern that was identified by U.S. Dept. of Labor Compliance Auditors was a perception that DWIB had been previously focused on operational issues versus strategic issues. Although there was some resistance to that perception, the report acted as a catalyst for DWIB to closely scrutinize their roles and responsibilities. As we all know, the labor market demands are fluid and DWIB must stand ready to proactively respond to emerging industry demands; however, the concerted effort to refrain from operational activities has blossomed into exciting opportunities for DWIB to improve their community outreach into the greater, state-wide workforce system. The highlights described in the above time-line offer some insight into the professional development of DWIB members and staff.

As indicated in our new Strategic Plan, DWIB will be working more closely with Delaware Economic Development Office on their industry cluster initiatives, as well as focusing on Governor Minner's objectives for economic and workforce development, utilizing Labor Market Information data to plan and substantiate future investments.

A Picture is Worth 1,000 Words

7/8/03 Asst. Sec. DeRocco at the DWIB, DEDO, DBI Booth





8/18/03 DWIB collaboration with National Association of Workforce Boards at the ASHHRA Conference American Society for Healthcare Human Resources Administration

1/13/04 DWIB Executive Director accepting Leadership Award in the High Growth Job Training Initiative, from US Dept. of Labor, Employment & Training Administration, Business Relations Group. Pictured from left: Sue Allison, Patty Cannon, Gay Gilbert.



**June 30, 2004
Assistant Secretary Emily Stover-DeRocco presents \$250,000 “check” to DWIB Chairman John McMahon
Pictured from left: Bill Finch – Agilent Technologies, Larry Miller – DTCC, John McMahon – DWIB and Delaware Contractors Association, Asst. Secretary Emily DeRocco – US DOL-ETA, Congressman Michael Castle – Delaware’s Congressman-at-Large**

PY03’s Annual Report and WIA Financial Statement reflect the cumulative effects of several initiatives, many of which are highlighted above. Another important aspect of the technical assistance recommendations we received from US DOL was to increase the intensity of services, including retention services, for our customers. As illustrated in the WIA Financial Statement below, the cost per participant is higher for PY03 versus PY02; however, the increased intensity of service did, in fact, cause dramatic improvements in employment, earnings and employability for our customers.

WIA Financial Statement

	Available	Expended	Percent	Remaining
TOTAL ALL FUNDS SOURCES	8,212,979	6,093,457	74.19%	2,119,522
Adult Program Funds	2,230,852	1,437,408	64.43%	793,444
Carry-in	374,362	374,362	100%	0
Dislocated Worker Funds	1,619,829	821,879	50.74%	797,950
Carry-in	489,293	489,293	100%	0
Youth Program Funds	2,723,213	2,195,085	80.61%	528,128
Carry-in	775,430	775,430	100%	0
Out of School Youth	778,004	778,004	100%	0
In School Youth	1,621,524	1,621,524	100%	0
Summer Employment	69,340	69,340	100%	0
Local Admin. Funds	172,604	172,604	100%	0
Carry-in	0	0	0%	0
Rapid Response Funds	10,156	10,156	100%	0
Carry-in	5,106	5,106	100%	0
Statewide Activity Funds	1,086,347	1,086,347	100%	0
	0	0	0%	0

COST EFFECTIVENESS C-E RATIO

		TOTAL # OF CUSTOMERS SERVED
Overall, All Program Strategies	3,013	2,388
Adult Program	2,117	856
Dislocated Worker Program	2,428	540
Youth Program	2,994	992

* Defined Acronyms: ASHHRA = American Society for Healthcare Human Resource Administration; BRG = Business Relations Group (DOL-ETA); DBI = DE Biotechnology Institute; DEDO = DE Economic Development Office; HGJTI = High Growth Job Training Initiative; NAWB = National Assoc. of Workforce Boards; WIA = Workforce Investment Act (federal statute)

Strategic Plan for Delaware Workforce Investment Board

This document sets out a strategic plan for Delaware Workforce Investment Board. It reviews strengths, weaknesses, threats and opportunities; presents a series of statements relating to Delaware Workforce Investment Board's vision, mission, values and objectives; and sets out its proposed strategies and goals.

Strengths, Weaknesses, Threats & Opportunities

This strategic plan addresses the following key strengths, weaknesses, threats and opportunities for Delaware Workforce Investment Board:

Strengths:

- Strong, diverse Board members who are well-informed and willing to take action when necessary
- Delaware demographics & economic conditions, including a strong educational system and positive working relationships with other state agencies, such as Economic Development & Housing.
- Policy Setting & Oversight Authority of the Board, as described in the federal statute and sustained through the support and commitment of the Governor's office.
- Strong, competent board staff who are proactive.

Weaknesses:

- Public Relations to include awareness and opportunities for engagement with businesses, providers, other state agencies and individual participants.
- Lack of clearly identified top 5 goals &/or objectives so that we can stay focused on what's important.
- Limited & tenuous funding.
- Board members should represent all 3 counties and all major ethnic groups.
- Lack of internal communication and unclear implementation of policies between DWIB and DOL staff.
- New Board members need orientation and training.

Threats:

- Quality & quantity of Training Providers: Performance; Reporting; Documentation; training programs that are targeted toward low-level jobs that do not pay a living wage &/or benefits.
- Demographics of Delaware workers and their challenges: Aging workforce; Language, Housing &/or Transportation challenges.
- Loss of Delaware employers and/or loss of jobs, PLUS loss of wages as higher skilled workers who have been displaced from employment are willing to accept low-pay, low-skill jobs because they can't find jobs comparable to the jobs that were lost. This diminishes the opportunities for participants with limited capacity &/or short-term training.
- Limited work ethic and low-grade level education of Delaware's youth, specifically low skill &/or interest in math and science.
- Continuous decrease in federal funding.

Opportunities:

- Employment related economic and demographic trends should be collected and reported to DWIB so they can better align education and training opportunities with current, as well as future, employer demands with specific targets for high-growth, high-tech jobs (i.e., life sciences, agriculture, financial services).
- Public Relations: Testimonials from participants and employers to increase the focus on quality training programs and to engage more businesses.
- Improved public transportation access in Kent & Sussex counties, perhaps even leveraging some funds toward this initiative.
- Improved technology for gathering data from providers as well as other state agencies.

Vision

Delaware Workforce Investment Board: The Leader in Workforce Development

Mission Statement

The central purpose and role of Delaware Workforce Investment Board is defined as:

The Delaware Workforce Investment Board is a private/public partnership committed to improving the employability of individuals, by helping them overcome barriers and increase their skill set to meet the current and future needs of Delaware employers.

Organizational Values

The organizational values governing Delaware Workforce Investment Board's development will include the following:

- Improving the employability of Delaware citizens and ultimately developing a stronger labor force to meet the current and future needs of Delaware employers focusing on Delaware Economic Development Office initiatives and labor market demand, as projected by Delaware Department of Labor, Office of Occupational & Labor Market Information.
- Maximize leveraging of public and private employment training and educational programs that will prepare the participants to earn a sustainable wage.

Business Objectives

Longer term business objectives of Delaware Workforce Investment Board are summarized as:

- Manage Delaware Workforce Investment Board resources to provide best possible Return on Investment (ROI) consistent with goals and strategies.
- Community Outreach that ensures citizens and employers are aware of the resources available to them, including targeted effort toward mandatory partners such as Housing, TANF, etc.

Key Strategies

The following critical strategies will be pursued by Delaware Workforce Investment Board:

1. Build strategic alliances in our community.
2. Increase "brand recognition" among potential customers.
3. Reach key customers with our services.

4. Support Delaware Economic Development Office industry cluster initiatives.
5. Match participants with services/training that will most likely produce a sustainable wage.
6. Encourage exploration of entrepreneurship as an alternative.
7. Training priorities include: Life Sciences (Agriculture, Biotechnology, Healthcare, and Medical Device); Construction; Accounting (Certificate as well as Degree programs); Financial Services/Insurance; Retail; Automotive (including Automotive Services); Tourism.
8. DWIB will continue to operate through a strong committee structure that includes the following: Executive Committee; Financial Oversight Committee; Non-Traditional Occupations Committee; Performance Measures Committee; Proposal Review & Provider Certification Committee; Public Relations Committee; Youth Council.
9. The Executive Committee will provide One-Stop Center Certification and oversight.
10. Target training to the hardest to serve unemployed/under-employed adults and youth. Dislocated Worker training would not be required to meet this priority of service standard.

The following important tactics will be employed:

1. Monitor and manage Return on Investment
2. Monitor and manage organizational effectiveness.
3. Emphasize and measure customer satisfaction
4. Emphasize and measure Employee satisfaction
5. Make a commitment to innovation, learning and growth

Major Operational Goals

The following key Operational Goals will be met by Delaware Workforce Investment Board over the next 3-4 years:

- Provide services consistent with Delaware Economic Development cluster initiatives and labor market demand.
- Manage Delaware Workforce Investment Board resources to maximize Return on Investment.
- Leverage all public and private employment training and educational programs to best serve the client, including Registered Apprenticeship programs.

Strategic Action Programs

The following strategic action programs will be implemented:

1. Offer training to those who have a high probability of successful completion and target training that will lead to sustainable wage employment, whenever possible.
2. Identify occupations and training consistent with job expansion and ensure through appropriate marketing strategies that training providers as well as One-Stop operators are aware of the core competencies required by employers in those industries.
3. Core and Intensive services should be emphasized first, particularly when assessment indicates that training is unlikely to produce a benchmark wage &/or a remarkable increase in earnings.
4. Focus training on programs that have demonstrated placement wage at or above \$12.50 per hour.
5. In the ongoing effort to encourage clients to receive training for employment that has projected job growth and upward mobility, success of recent trainees is crucial. Measures of success should be updated regularly and distributed to One-Stop operators (case managers).
6. Development of Strategic Scorecard to provide a disciplined approach that will include formulas to measure performance of Delaware Workforce Investment Board in meeting its strategic goals.

From: Brack Lisa (DWIB)
Sent: Thursday, September 30, 2004 4:31 PM

NOTE: To view the fingerspelling font, you must have the font downloaded to your computer. It is available for download at: <http://deafnetmd.org/font.html> If you do not have access to this font, the finger spelling characters will automatically be changed to traditional alphabetical letters.



Navigator Info

Delaware Workforce
Investment Board

October 4, 2004 - October 11, 2004
Resources of the Week

Navigator Info / Navigator Info

WHAT IS A NAVIGATOR?

The Disability Program Navigator Initiative is a two year demonstration project, jointly sponsored by the Department of Labor's Employment and Training Administration (DOL) and Social Security Administration's Office of Program Development and Research (SSA).

- Facilitate universal access to the One-Stop system for persons with disabilities
- Address the needs of people with disabilities seeking training and employment
- Provide training on issues and programs related to people with disabilities
- Conduct outreach to the disability community, as well as to local and regional disability advocacy organizations on resources available through the One-Stop Career Center System
- Development of relationships with mandatory partners and or other service systems
- Develop linkages and collaborate with employers, employer organizations, and community service providers
- Identification and assistance with implementation of solutions to physical, communication and/ or program access challenges
- Identification of resources and connecting seekers with these resources
- Presentations to disability-related organizations, school systems, etc. to educate them about the workforce development system



For more information on the Navigator Initiative, please contact a Navigator at any of the following One-Stop locations in Delaware:

Georgetown: Lisa Brack, (302)856-5230 Pencader: Anthony Francioni (302) 453-4350
Dover: Cassandra Stroude (302)739-5473 Wilmington: Merle Murray (302) 761-8094

Bookmark this site!

<http://www.icdi.wvu.edu/Others.htm#r1>

Untangling the Web Your Complete Listing of Disability Information on The Web
This site breaks down links into categories to help you find what you are looking for a little easier.

www.hirepotential.com

Hire Potential is a firm that works individually with businesses committed to integrating, accommodating, employing and retaining persons with disabilities, military workers, veterans, and other individuals from niche markets.

The ELA Scholarship

Provides financial assistance to women with physical disabilities who are enrolled in a graduate program in the United States.

www.ela.org



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Is there a topic you would like to see in the Navigator Weekly News?

If so then contact your local Navigator:

The Consortium for Citizens with Disabilities

The Consortium for Citizens with Disabilities is a coalition of approximately 100 national disability organizations working together to advocate for national public policy that ensures the self determination, independence, empowerment, integration and inclusion of children and adults with disabilities in all aspects of society.

<http://www.c-c-d.org/index.htm>

Merle Murray, Fox Valley
(302) 761-8094

Anthony Francioni, Pencader
(302) 453-4350

Cassandra Stroude, Dover
(302) 739-5473

Lisa Brack, Georgetown
(302) 856-5230

American Sign Language Alphabet
A A B B C C D D E E F F G G H H I I J J K K L L M M
N N O O P P Q Q R R S S T T U U V V W W X X Y Y Z Z

The "How Well Did You Read Your Newsletter" **CROSSWORD PUZZLE**

J A N H G U
Q W T Y I K
L P S T S H
K L H G B X
V S S A T F

A toll-free resource for anyone who has questions about job accommodations, or about the employment sections of the Americans with Disabilities Act (ADA). _____

A phone service that enables people with a speech disability to make a telephone call. _____

Goal to promote voluntary assistance by Delaware Service Station Dealers to disabled motorists who cannot pump their own gas. _____

Job Accommodation Network

Welcome to JAN, a free consulting service designed to increase the employability of people with disabilities by:
1) providing individualized worksite accommodation solutions
2) providing technical assistance regarding the ADA and other disability related legislation
3) educating callers about self-employment options

To Find out more about JAN visit:

www.jan.wvu.edu
Or Call

800- JAN- 7234



NEED ACCESSIBILITY AT THAT GAS PUMP?

In 2000, the Department of Transportation, the Division of Vocational Rehabilitation, representatives of various city and state agencies, State Congressional offices, representatives of the petroleum industry, several prominent Delaware Service Station Dealers, and representatives of the disabled community, formed the "Voluntary Service Station Assistance

Task Force". The goal of this task force is to promote voluntary assistance by Delaware Service Station Dealers to disabled motorists who cannot pump their own gas. The stations participating in this can be identified by a "Pump Service" sign which resembles the picture above. For a list of retail service stations participating in this program, please visit the following websites:-

Delaware: www.deldot.net/static/mfta or call (302) 744-2703
Maryland: www.mdot.state.md.us/ada or call (410) 333-3098

SPEECH DISABILITY?

Is it difficult for you to make a telephone call because your speech is difficult to understand? If so, you could benefit from STS—Speech to Speech. STS is a phone service that enables people with a speech disability to make a telephone call. Those who stutter, have cerebral palsy, muscular dystrophy, multiple sclerosis, or live with the aftermath of stroke or brain injury are often those who benefit from STS. An STS phone call is a relayed call. The person who relays the call is a Communication Assistant (C.A.). C.A.'s are specially trained to be able to understand the speech of a wide variety of speakers whose speech disability may range from mild to severe. You do not need to have a speech disability to make an STS call. You may wish to call someone who has a speech disability. To make an STS call, please contact the following:

Delaware STS Relay:
English: (800)229-5746
Spanish: (866) 260-9470

For more information visit:

www.STSnews.com



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DWIB INFO

Board Meeting,
Oct. 19, 2005
Christiana Hilton
9:30 - 11:00

Any questions?
Call
(302) 577-6202

WIA Annual Report Data

State Name: DE

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	73	84.6	653	942	942	69.3
Employers	71	68.5	595	811	811	73.4

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	82.1	211
			257
Employment Retention Rate	82	70.1	377
			538
Earnings Change in Six Month	2,400	2,884	1,245,823
			432
Employment and Credential Rate	65	73	394
			540

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	75	21	85	17	86.4	19	60	6
		28		20		22		10
Employment Retention Rate	65.3	32	75.7	28	70.7	29	61.5	8
		49		37		41		13
Earnings Change in Six Months	1,679	68,853	4,641	162,433	3,775	124,578	366	3,664
		41		35		33		10
Employment and Credential Rate	70.5	31	84.2	32	69.4	25	66.7	8
		44		38		36		12

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	82.9	208	50	3
		251		6
Employment Retention Rate	70.3	370	58.3	7
		526		12
Earnings Change in Six Months	2,895	1,224,377	2,383	21,446
		423		9

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	78	90	325
Employment Retention Rate	77	77.2	254	329
Earnings Replacement in Six Months	97	95.5	2,872,794	3,008,957
Employment and Credential Rate	64	83.2	297	357

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	85.7	30	92	23	80.6	25	88.1
		35		25		31		84
Employment Retention Rate	82.2	37	76.2	16	66.7	16	68.9	51
		45		21		24		74
Earnings Replacement Rate	100.4	432,016	77.5	115,831	55.1	167,264	96.8	426,583
		430,307		149,394		303,538		440,837
Employment And Credential Rate	77.1	27	87.5	21	74.2	23	75	63
		35		24		31		84

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	89.9	321	100
357			4	
Employment Retention Rate	77.1	253	100	1
		328		1
Earnings Replacement Rate	95.8	2,868,483	30.8	4,311
		2,994,970		13,987

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	57
Employment Retention Rate	65	63	56
			34
Earnings Change in Six Months	1,400	1,193	56,052
			47
Credential Rate	55	65.7	44
			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	64.3	9 14	0	0 1	33.3	4 12	64.3
Employment Retention Rate	58.3	7 12	0	0 1	100	3 3	63.4	26 41
Earnings Change in Six Months	1,904	22,847 12	0	0 1	1,496	4,487 3	1,059	38,123 36
Credential Rate	72.2	13 18	0	0 1	33.3	4 12	71.2	37 52

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	75	87.6	2,427 2,772
Diploma or Equivalent Attainment Rate	52	79.4	127 160	
Retention Rate	57	53.6	127 237	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	83.4	322	86.1	890	95.8	338
		386		1,034		353
Diploma or Equivalent Attainment Rate	70.6	12	88.9	40	27.3	9
		17		45		33
Retention Rate	38.9	7	52.1	38	45.5	35
		18		73		77

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	67.8	306	1,558	702,559	1.9	4	3,092	652,315	63	131
		451		451		211		211		208
Dislocated Workers	76.4	204	92.8	2,642,583	1.8	6	4,070	1,322,608	72.9	234
		267		2,846,144		325		325		321
Older Youth	63.6	42	642	42,373	8.8	3	1,433	48,717		
		66		66		34		34		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	856	465
Dislocated Workers	540	313
Older Youth	121	60
Younger Youth	871	594

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,811,770.00
Local Dislocated Workers		\$1,311,172.00
Local Youth		\$2,970,515.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$15,262.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,086,347.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$7,195,066.00

WIA Annual Report Data

State Name: DE

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Delaware Workforce Investment Board	Total Participants Served	Adults	856
		Dislocated Workers	540
		Older Youth	121
		Younger Youth	871
	Total Exiters	Adults	465
		Dislocated Workers	313
		Older Youth	60
		Younger Youth	594

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	73	84.6	
	Employers	71	68.5	
Entered Employment Rate	Adults	71	82.1	
	Dislocated Workers	78	90	
	Older Youth	57	60.7	
Retention Rate	Adults	82	70.1	
	Dislocated Workers	77	77.2	
	Older Youth	65	63	
	Younger Youth	57	53.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	2,884	
	Dislocated Workers	97	95.5	
	Older Youth (\$)	1,400	1,193	
Credential / Diploma Rate	Adults	65	73	
	Dislocated Workers	64	83.2	
	Older Youth	55	65.7	
	Younger Youth	52	79.4	
Skill Attainment Rate	Younger Youth	75	87.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11