



STATE OF RHODE ISLAND

DEPARTMENT OF LABOR AND TRAINING



Workforce Investment Act Annual Report

Program Year 2000

Letter from the Director:

Working together to help Rhode Islander's get better jobs

The Workforce Investment Act of 1998 provides a unique opportunity for Rhode Island to optimize its strategic vision for connecting workforce and economic development, technology development, and superior educational attainment. The scope and breadth of the federal legislation is a perfect complement to the strategic direction crafted by Governor Lincoln Almond and implemented by the Rhode Island Human Resource Investment Council. The Rhode Island Human Resource Investment Council has been designated by Governor Almond to serve as the State's Workforce Investment Board and was responsible for developing the five-year strategic plan that guided the investment of State and Federal resources.

Before WIA, Rhode Island implemented the essential principles of One-Stop by adhering to the mandates surrounding One-Stop Implementation Grants. With the

implementation of WIA, the state exceeded previous efforts to coordinate similar programs and facilitated the development of truly integrated service delivery that is locally managed, customer-driven and high performing. By strengthening partnerships with employers and service providers, utilizing the latest technological tools, and implementing a continuous improvement system, Rhode Island achieved new levels of performance.

Determined to build a system that worked and addressed the needs of its customers, the State successfully met or exceeded its levels for all 17 WIA performance measures.

I am pleased to present my Workforce Investment Act Annual Report for Program Year 2000.

Year One – A Year of Transition

July 1, 2000 through June 30, 2001 was a year of transition for Rhode Island's workforce development system. The Federal Workforce Investment Act (WIA) replaced



**Dr. Lee H. Arnold
Director**

the Job Training Partnership Act (JTPA) and as a result, a new system emerged creating a stronger more locally focused approach.

Under the WIA framework, Rhode Island established 2 Workforce Investment Areas, each with a Workforce Investment Board to analyze and help develop the Local Area's employment and training needs. These boards are made up of locally appointed members of the community with a private sector business majority. The one-stop centers with the participation of the Local Boards are helping to find individuals a job in addition to developing the assessment processes that assist clients to identify their training needs.

Rhode Island is beginning to serve a wider range of Citizens with improved efficiency and individual attention. The strategy of long-range planning and one-stop job training and placement is helping all Citizens become better prepared for the future.

Rhode Island's Workforce Development System

The Workforce Development System, driven by the State's Human Resource Investment Council, is responding to the needs of Rhode Island's workforce by:

- Shifting the emphasis from people getting jobs to helping people find better jobs with higher income and skill credentials needed for the future
- Focusing more dollars on training for existing businesses
- Continue to appropriate funds for incumbent worker training
- Developing an Information Technology Center at the Community College system.

Rhode Island's Workforce Investment Plan

Rhode Island's economic and workforce goals are centered around two investment priorities. They include the development of the incumbent workforce, and the development of the future and potential workforce.

Incumbent Workforce

Rhode Island is committed to investing in its most valuable resource, its workers. We developed initiatives that helped our existing workers—those already employed, but looking for a better job or opportunity. Our efforts included:

- Making HRIC grants available to business through a competitive process to train and upgrade their incumbent workforce
- A statewide computer network of employment and labor information was made available through the Internet for both job seekers and employers. Regardless of the hours they work, individuals can register to look for better jobs at any time of day.
- A pilot project on extended and Saturday hours was implemented at one-stop centers.

Future and Potential Workforce

The youth of today will be Rhode Island's workforce of tomorrow. The potential workforce includes welfare recipients, incarcerated individuals, new immigrants, and

individuals with disabilities. In 2000, we developed initiatives to address the needs of these diverse segments of our population. Our efforts included:

- Development of Youth Councils.
- Provided Youth Council training through consultant services.
- Expanded ESL programs for non-English speaking workers to improve workplace retention.
- Created a Disability Advisory Committee to determine how user-friendly the one-stops are for individuals with disabilities.
- Developed a Work Incentive Grant was to address how the one-stops handle the employment and training needs of the disabled.

Coming together— networkRI

When Rhode Island ushered in the Workforce Investment Act, not only did it replace the Job Training Partnership Act (JTPA), but it also solidified **networkRI** as the primary deliverer of WIA services. When WIA had its start on July 1, 2000, Rhode Island already had its One-Stop system in place due to the successful One-Stop Implementation Grants. The centers are the primary delivery system for training and employment-related services. Along with this new era of hands-on, integrated service, comes a new marketing identity and logo: **networkRI**. The goal is for **networkRI** centers to become widely known in their communities as the best source of high quality information related to workforce needs.



By June 30, 2000, Rhode Island had established 6 **networkRI** centers located throughout the state.

One-Stop Statewide Steering Committee

Before the implementation of WIA, the Department established a Steering Committee consisting of the leadership of the partner agencies. The objective of the design team was to create the “ideal employment center.” As the Steering Committee worked, it sought and received feedback from a variety of sources regarding what a One-Stop center should look like, feel like, how services should be delivered, and what things should be common statewide and which could be left to local initiative. The recommendations of the Steering Committee resulted in the following integrations:

Integration of Organization - Developing and marketing the mission statement, vision statement, and unifying principles for the new One-Stop system. Also, a One-Stop slogan and logo were developed. Throughout this process, input was received

from all levels of the organization. Staff training and customer service training were included as key elements.

Integration of Physical Facilities – A major focus of the process was to take the six existing “unemployment offices” and transition them into the new design that accommodated the new One-Stop philosophy. It was a painstaking process to remodel these facilities while still serving customers on a daily basis. Down time was not an option during the transition period. The remodeling of physical facilities was necessary so that DLT could deliver integrated, customer-focused services with a greatly reduced “wait time.” One-Stop grant funds were used in many offices to accomplish this. These changes include common front-end reception areas, color schemes, and signage.

Integration of Key Customer Service Processes - The biggest challenge was organizing and training staff into customer service teams. It began with co-locating multi-functional teams. As their expertise increased as a result of training and experience, each team member is now able to deliver the major services to a customer. This integration has made the employment center a single-contact process.

Integration of Key Support Processes - Integration of support processes has been vital to the development of the One-Stop. Support areas such as finance, administration, human resources, workforce information technology, and DLT Marketing have been integrated to provide support services to the One-Stop system. Particularly challenging has been the integration of funding streams and other financial services. The variety of services being delivered and the many associated funding streams demanded a very complex cost allocation system.

Integration of Information Technology Systems - DLT began immediately to tie together the variety of information systems so that One-Stops could function in an integrated manner. The integration of information technology continues as Rhode Island implements its latest project: *America’s One Stop Operating System (AOSOS)* a new case management/career counseling and client tracking system that allows users to manage customer information in a truly integrated manner.

Integration of Review Methodologies – Each Local Workforce Investment Board has selected the Department of Labor and Training as its One-Stop operator. Adhering to their responsibilities for One-Stop review, each WIB developed and implemented an on-site review process within the first year of operation. All Centers in each Area have been reviewed. An integrated team of Local Board members and Local staff that has expertise in all the key service areas performed this evaluation. The focus of the review is the customer and how that customer is served.

networkRI – Open for Business

NetworkRI centers offer a one-on-one approach through job counseling, developing an employability plan, short-term vocational skill development, intense job development, workshops, testing and task analysis.

Employers are critical to the success of **networkRI**. They can receive business services through the 6 **networkRI** Centers. Through electronic links, **networkRI** Centers share information and distribute services beyond their physical boundaries. This allows **networkRI** to find the most qualified workers in the state and the nation and refer them to Rhode Island employer customers.



Meanwhile, the DLT Web site provides 24/7 access to employer customers. They can advertise a job opening, search for applicants, and obtain information about issues related to doing business in Rhode Island. By entering this site, a customer is able to access:

Current and historical labor market information
Rhode Island's Job Bank
America's Job Bank
America's Career Kit
Links to other helpful sites

Business Services Include:

- Partnerships with economic development agencies to assist new and expanding businesses
- Business Service Specialists who provide individualized service to employers
- Access to the largest applicant pool in Rhode Island
- Computerized job matching
- Training services including basic skills, re-training, and skills upgrading
- Work Opportunity Tax Credits
- Rapid response and pre-layoff intervention services
- Clerical skills testing
- Free Access to **networkRI** Centers to recruit, interview, screen applicants, etc.
- Job openings posted in every **networkRI** Center throughout the state
- No cost employer workshops on useful topics
- Seminars on relevant topics
- Partnerships with local Applied Technology Centers and higher education
- Veterans' services
- Alien labor certification

Job Seeker Services Include:

Job seeker customers are the other side of the employment exchange equation. Services **networkRI** offers them include:

- Computer access to: Rhode Island's Job Bank, America's Job Bank, Career Exploration Guide, résumé preparation tools, labor market information, etc.
- Job referrals
- Veterans' services
- Job search assistance
- Job skills workshops
- Skills testing
- Career counseling
- Connection to educational opportunities
- Vocational assessment
- Job training opportunities

Customer Satisfaction with Rhode Island's One-Stop System

Outstanding customer service is one of the goals of **networkRI** and that goal is considered in nearly every action taken. Job Seeker and Employer Satisfaction Surveys have been conducted since 1998. These surveys are supplemental to those required by WIA and are much more comprehensive. The most recent DLT Job Seeker Satisfaction survey shows "Overall satisfaction" very strong.

The Employer Survey is conducted by mail with 25 percent responding. Eighty-five percent of employers find it "easy to do business with **networkRI**," and "Overall satisfaction" among employers rates in excess of ninety percent. **networkRI** Business Services Specialists are always looking for ways to improve services to employers and this survey provides them with some of the feedback they need to meet that challenge.

These surveys show that **networkRI** is truly customer focused.

Rhode Island's Experiences with WIA Implementation

Rhode Island's Vision is to build a statewide economy and infrastructure that supports a broad spectrum of opportunity for all citizens while advancing the standard of living and maintaining a high quality of life. The strategic plan also includes the following economic goals:

1. Increase employment opportunities and employee income,
2. Encourage growth in its industries,
3. Contain the cost of doing business, and
4. Adjust to a changing economic climate.

DLT through **networkRI** seeks to develop a high-quality workforce by being the employment connection for employers, job seekers, and the community. Its mission is

to provide quality, accessible, and comprehensive employment-related and supportive services responsive to the needs of employers, job seekers, and the community.

Cooperation with all required and optional One-Stop partners is helping to achieve these goals, ensuring that duplication of services is avoided, that One-Stop delivery system partners share costs, and that services provided to all customers are accessible, effective and efficient. Universal services are provided to customers as they access state-of-the-art technology or through a visit to a **networkRI** Center. The State's performance standards help the State Workforce Investment system to achieve continuous improvement in the delivery of services.

New technology and revamped processes will give employers and job seekers more direct "self-help" access to the employment exchange system.

Whether a customer's point of access to **networkRI** is electronic or in person, customers are able to access information and services relevant to their particular situation. These various points of contact help ensure universal access to all customers, whether they need self-help, core, intensive or training services.

DLT continues to establish and enhance partnerships with other government and private agencies, especially those included in WIA. Formal information sharing between government agencies also improves effective partnerships. These partnerships have a common goal of improving the state's workforce investment system, which in turn will also help each partner realize their individual goals.

Implementation Challenges

Rhode Island implemented the Workforce Investment Act of 1998 to adults, youth and dislocated workers beginning July 1, 2000.

To start the process we developed an Implementation Task Force charged with revising the employment and training program mandated under the Job Training Partnership Act into a workforce development program permitted by the Workforce Investment Act. We labored with the decisions outlined in the legislation: identifying the workforce services areas, writing a strategic 5-year state plan, issuing local workforce development plans, calculating and issuing allocations, and developing an eligible training provider list, etc. But more important than developing the "processes" of WIA, we had to envision the WIA system for Rhode Island – how the new philosophy" would operate in our state; how to get the buy-in from our WIA partners to ensure the successful implementation of WIA; and how the citizens of Rhode Island would best be served by the legislation. Accomplishing all of that at a minimum, even knowing that we may need to make changes as we went, was daunting to say the least.

However, throughout the pre-implementation stages of WIA, Rhode Island remained focused on creating a Workforce Investment System by July 1, 2000 that exceeded the requirements of the Workforce Investment Act (WIA).

Rhode Island is proud of its Program Year 2000 accomplishments. We have met all the mandatory performance standards and the system goals that we have set. Workforce Investment Boards have learned the importance of partnering and resource sharing and we believe our system will only be enhanced as we continue operating WIA with the experience gained over the past year.

State Workforce Investment Board

The duties of the State Workforce Investment Board are summarized as follows:

- Develop the WIA Five-year Strategic Plan.
- Approve the Local WIB plans.
- Work cooperatively with Regional Councils to oversee operations and to ensure that services are being delivered in accordance with regional plans.
- Evaluate program performance, customer satisfaction, and other indicators to identify program strengths and weaknesses.
- Develop corrective action plans to improve program outcomes.
- Issue other studies, reports, or documents the State Board considers advisable.
- Coordinate the planning and delivery of workforce development services with public education, Adult Education, Higher Education, Vocational Rehabilitation, and Human Services.

Working together—Workforce Investment Boards

On November 1, 1999, letters were sent to the Chief Elected Official of the 39 cities and Towns in Rhode Island to inform them of the restructuring of the State as JTPA closed and WIA is implemented on July 1, 2000.

By November 30, 2000, the new Workforce Investment Areas had been designated and approval by the Governor following shortly thereafter. The Chief Elected Officials put board membership committees in place and Local Boards started to take shape. In the Spring of 2000, training conferences were held in Rhode Island. The daylong conference served as the kickoff for leadership development of Rhode Island's 2 Workforce Investment Boards. Each Board was asked to bring key members to the conference. Ninety individuals, representing local government, business, labor, education and state partners, participated. Dr. Lee Arnold, Director of the Department of Labor & Training addressed the group and explained the state's vision on WIA and the need for strong leadership at the local level. The conference provided useful information for board members to use in their local communities.

The 2 Workforce Investment Areas are comprised of the following cities and Towns.

PROVIDENCE/CRANSTON WORKFORCE INVESTMENT AREA

Cities of Providence and Cranston

GREATER RHODE ISLAND WORKFORCE INVESTMENT AREA

Barrington, Bristol, Burrillville, Central falls, Charleston, Cumberland, Coventry, East Greenwich, East Providence, Exeter, Foster, Gloucester, Hopkinton, Jamestown, Johnston, Lincoln, Little Compton, Middletown, Narragansett, Newport, New Shoreham, North Kingstown, North Providence, North Smithfield, Pawtucket, Portsmouth, Richmond, Scituate, south Kingstown, Tiverton, warren, Warwick, West Greenwich, West Warwick, westerly, Woonsocket



Local Collaboration

All Rhode Island Workforce Investment Areas (WIAs) have the required local WIA partners participating on the Workforce Investment Board and in the [networkRI](#) centers. Local partnering in Rhode Island has become a reality. We are now in the position of expanding the partnerships into more effective relationships that will result in improved service delivery to our customers.

Working together—Youth Councils

The Council is just one of the many subcommittees of each Local Workforce Investment Board. The Youth Councils— which are made up of educators, employers, community members, a parent and a former client meet once a month. The Council helps determine what programs to recommend to the WIB for funding. The youth programs help students, especially those at an economic disadvantage, set realistic career goals and plans and attempts to keep young students on the right track and focused on the future.

Youth programs provide involvement earlier and more intensively in assisting youth in their education and other preparations to succeed in the workforce. Youth are provided opportunities to develop work skills, knowledge and real experiences that help them to become successful adults. Local Youth Councils strive to assure that services are easily accessible, focused on the developmental needs of the youth, and provide relevant information. Services go where the youth are and give them positive reasons to become involved. Youth are key customers in the workforce investment system.

Job Training

The Workforce Investment Act (WIA) rewrites current federal statutes governing programs of job training, adult education and literacy, and vocational rehabilitation, replacing them with streamlined and more flexible components of workforce development systems. Coordination rather than consolidation is the founding principle of WIA. Other key principles include: streamlining services, empowering individuals, universal access, increased accountability, strong roles for boards and the private sector, state and local flexibility, and improved youth programs.

WIA significantly impacted the role of workforce agencies by ensuring that they provide employment and training services to the “universal customer” rather than to income eligible participants. It has significantly expanded the customer base previously served under JTPA. Under WIA, the Local Board is required to provide at least three levels of employment and training services through the selected One-Stop operator; core, intensive, and training. These levels have provided a useful way to categorize all services provided through DLT.

Once job seekers are assessed as needing occupational or skills training, one or more of the following options may be available to them:

- WIA Adult training services
- WIA Youth training services
- WIA Dislocated Worker training services
- On the job training for WIA Adults and Dislocated Workers
- North American Free Trade Act (NAFTA) assistance/ Trade Act assistance.9

- Veterans' training services

Improved Service through Technology

On July 1, 2000, Rhode Island had in place its Consumer Reporting System (CRS) that provided access to the State's Eligible Training Provider list through an Internet web page and through paper and electronic media in the one-stop offices. The system is designed to meet the needs of the system users: the training community, Workforce Investment Boards, the State of Rhode Island, and the general public. The CRS system provides wider accessibility to the Eligible Training Provider list, more control over the entry and maintenance of data, a quicker approval process and less work for the WIBs and State to approve and maintain the training provider/program data.

Cost Benefit Analysis

Rhode Island has two Local Areas that received 85% of the State allotment for Adult, Youth and Dislocated Worker programs.

In program Year 2000, 222 adults received Core or Intensive services at an average cost of \$2,635 per client. 46 received training services at an average cost of \$3,517 per client.

306 Dislocated Workers received Core or Intensive services at an average cost of \$2,705 per client. 132 received training services at an average cost of \$3,430 per client.

Recruiting out of school youth has been somewhat difficult to achieve with out an extensive outreach effort. Costs for direct services were for work experience and summer like activities.

PROGRAMS	C/E RATIO	EXPENDITURES	SERVED
Adult Programs	\$2,787	\$746,812	268
Youth Programs	\$3,013	\$1,280,333	425
Dislocated Worker Programs	\$2,924	\$1,280,612	438

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70.0%	78.4%	171	292	291	58.8%
Employers	66.0%	64.4%	249	458	432	57.6%

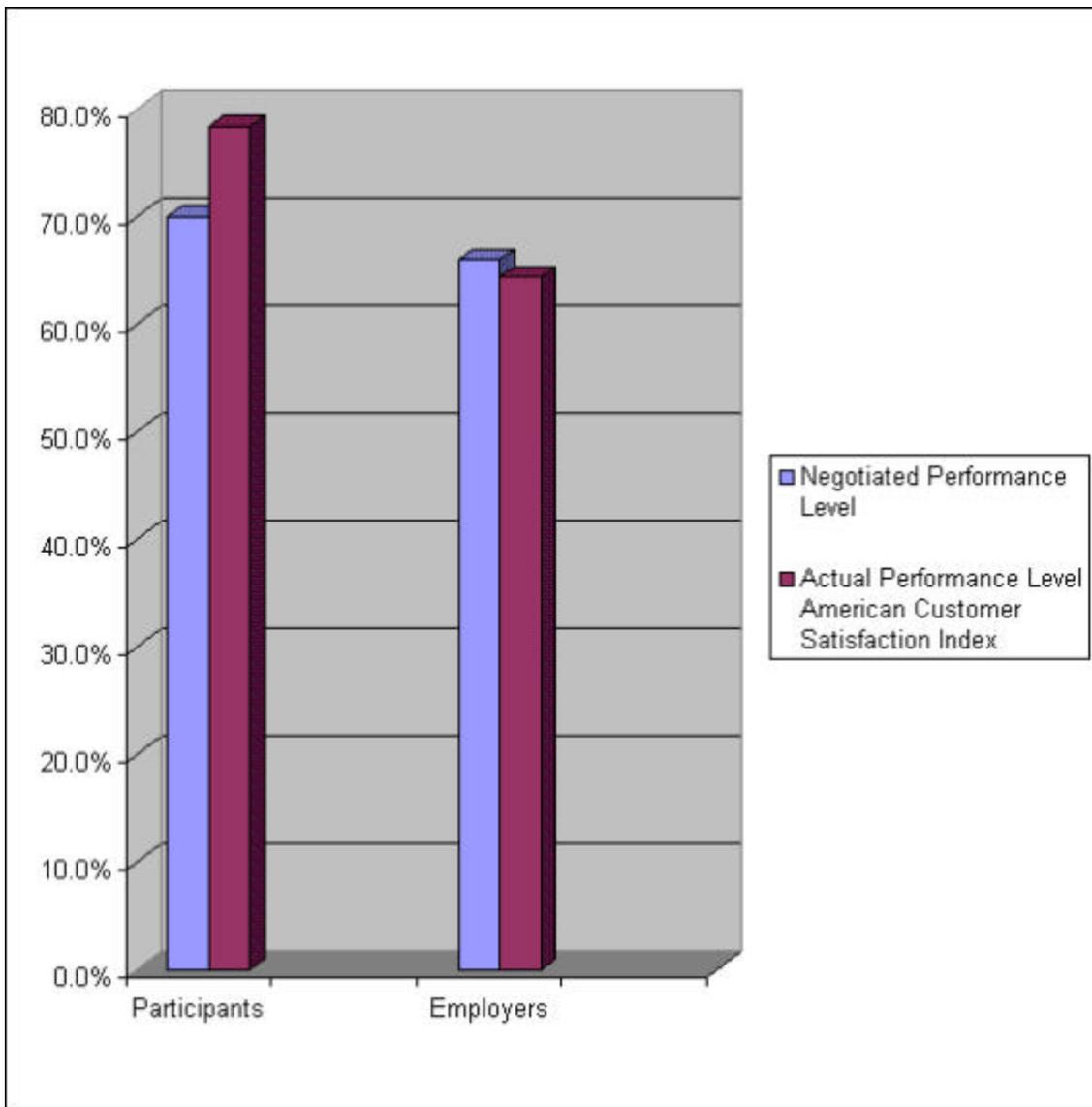


Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.0%	65.1%	164
			252
Employment Retention Rate	75.0%	82.6%	147
			178
Earnings Change in Six Months	\$ 3,250	\$ 3,562	\$ 633,984
			178
Employment and Credential Rate	50.0%	65.2%	165
			253

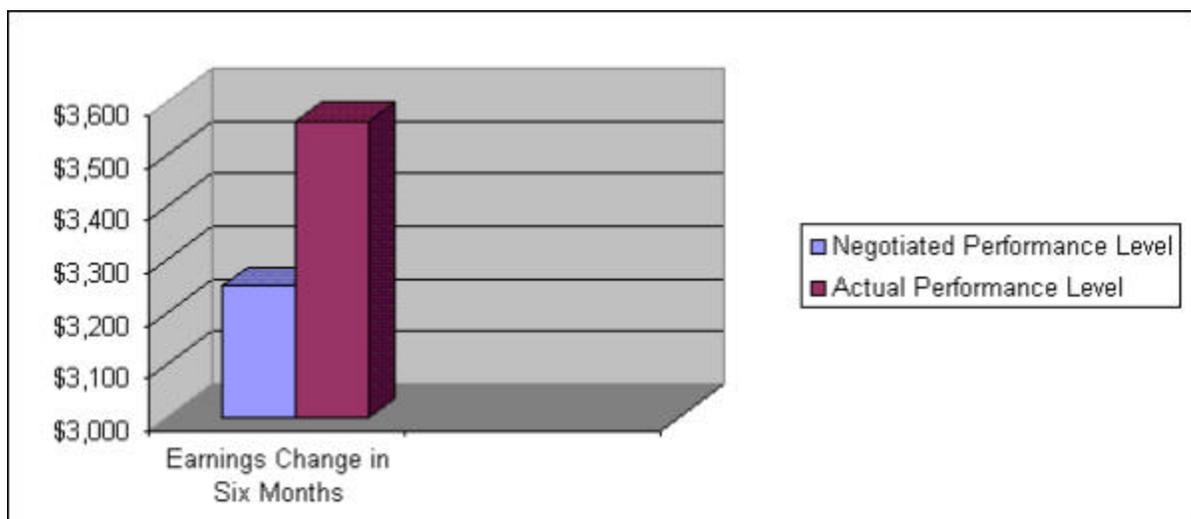
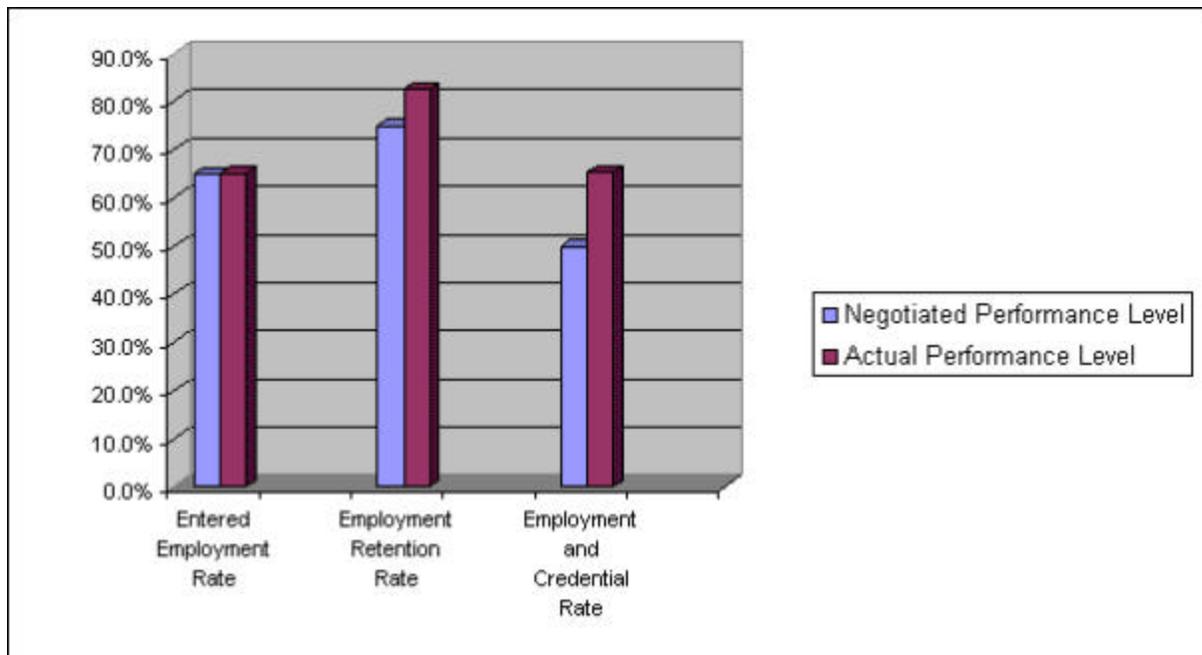


Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	62.0%	75	45.0%	9	47.1%	16	100.0%	3
		121		20		34		3
Employment Retention Rate	80.2%	65	50.0%	5	88.9%	16	66.7%	2
		81		10		18		3
Earnings Change in Six Months	\$4,098	\$ 331,921	\$2,058	\$8,230	\$2,853	\$51,349	\$ 0	\$ 0
		81		4		18		0
Employment and Credential Rate	62.0%	80	45.0%	9	57.1%	16	100.0%	3
		129		20		28		3

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	65.1%	164	0.0%	Not
		252		Applicable
Employment Retention Rate	82.6%	147	0.0%	Not
		178		Applicable
Earnings Change in Six Months	\$ 3,562	\$ 633,984	\$ 0	Not
		178		Applicable
Employment and Credential Rate	65.2%	165	0.0%	Not
		253		Applicable

**Due to the timeframe for these performance measures (10/1/99 – 9/30/00), all individuals are JTPA or JTPA carry-ins and all in training.

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	66.0%	447
			677
Employment Retention Rate	85.0%	98.0%	438
			447
Earnings Replacement in Six Months	88.0%	101.0%	\$ 4,444,500
			\$ 4,400,126
Employment and Credential Rate	50.0%	71.4%	202
			283

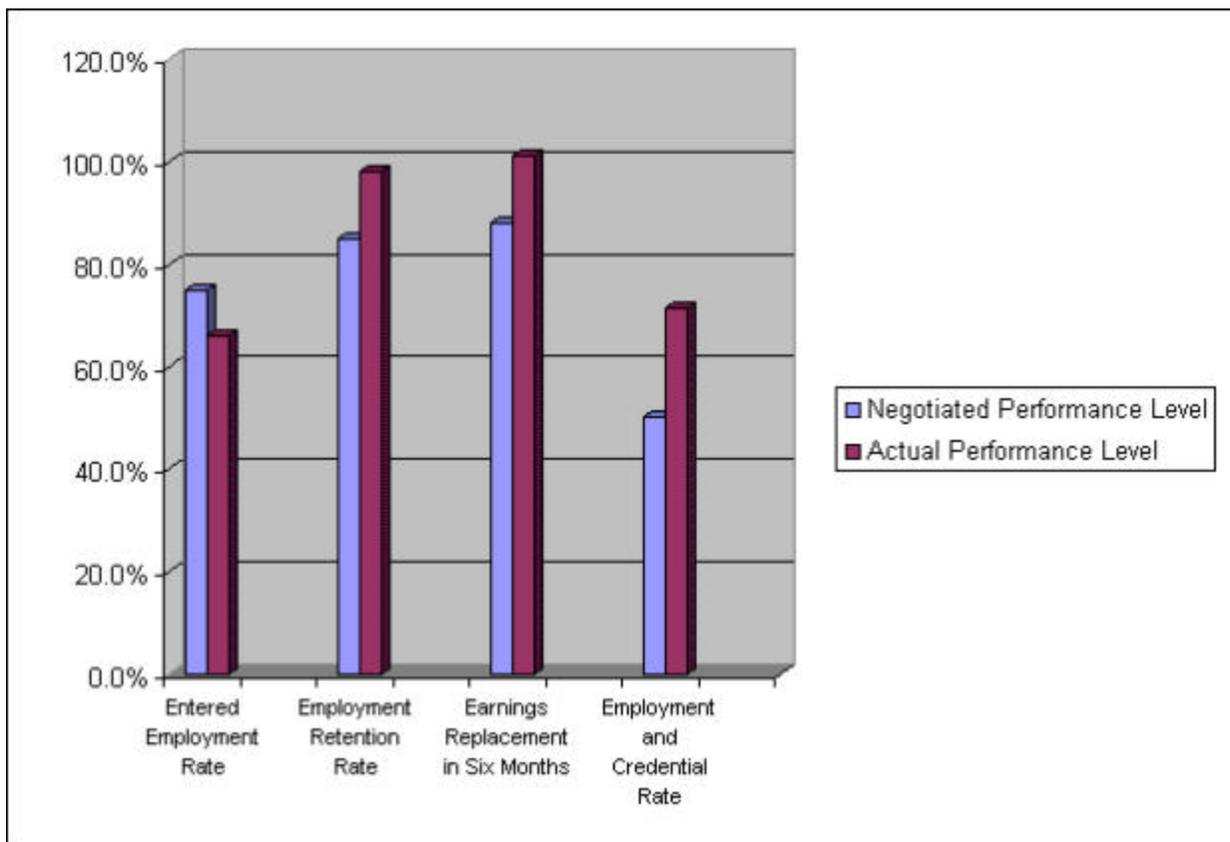


Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	90.0%	9 10	66.1%	37 56	53.8%	7 13	25.0%
Employment Retention Rate	77.8%	7 9	89.2%	33 37	85.7%	6 7	0.0%	0 0
Earnings Replacement Rate	134.5%	\$ 17,390 \$ 12,928	84.3%	\$238,812 \$283,227	138.1%	\$48,795 \$35,334	0.0%	\$ 0 \$ 0
Employment and Credential Rate	85.7%	6 7	61.3%	19 31	50.0%	6 12	100.0%	1 1

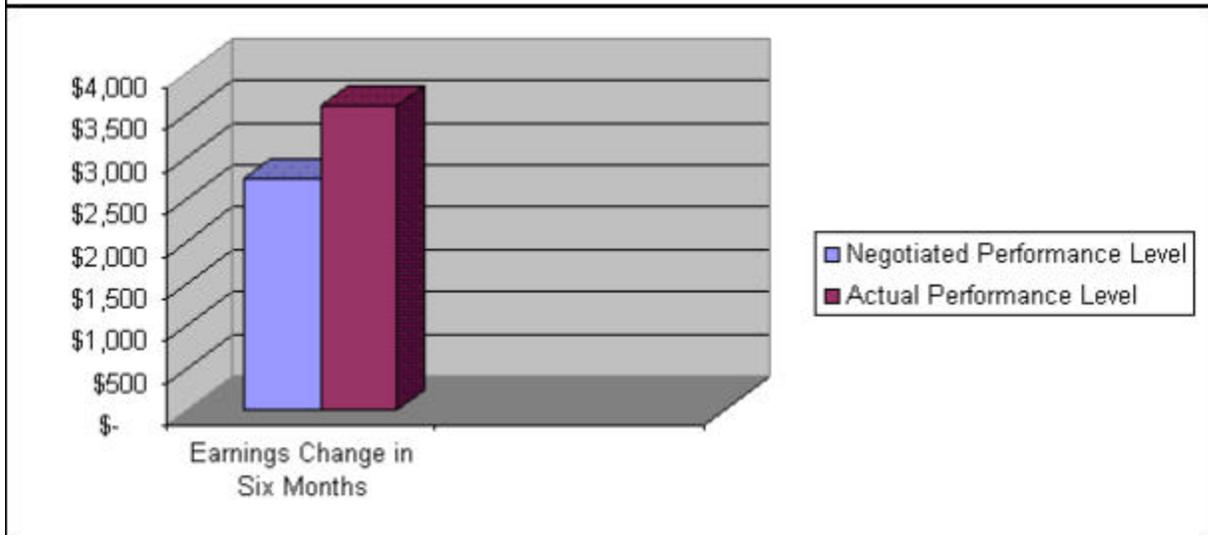
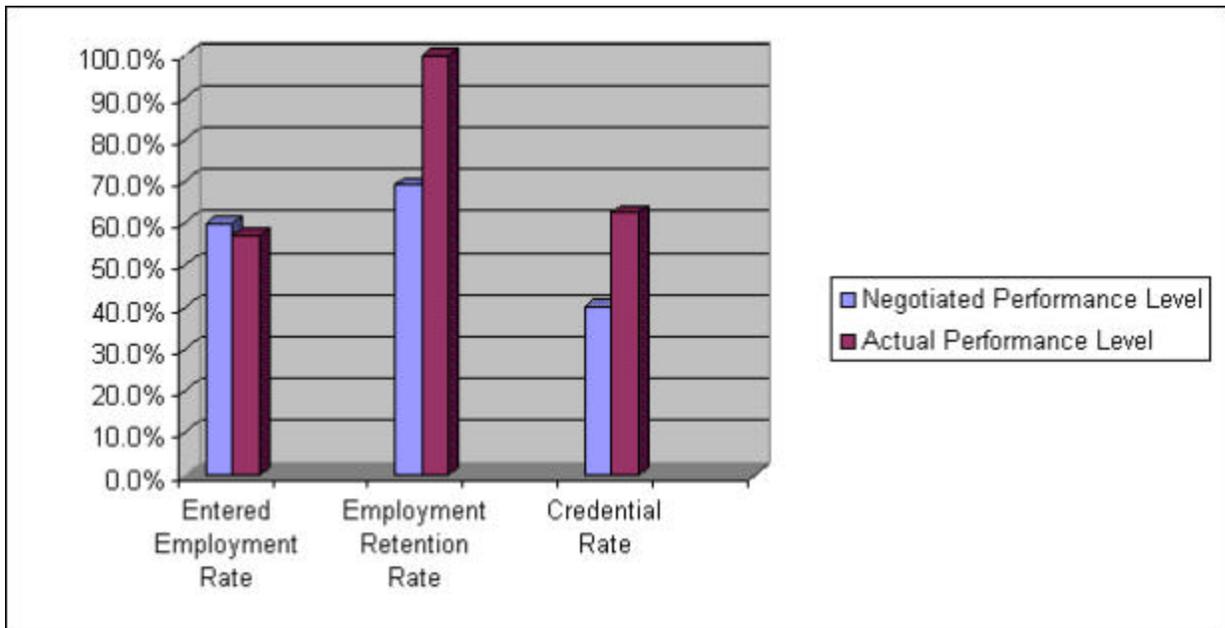
Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	66.0%	447 677	0.0%
Employment Retention Rate	98.0%	438 447	0.0%	Not Applicable
Earnings Replacement Rate	101.0%	\$ 4,444,500 \$ 4,400,126	0.0%	Not Applicable
Employment and Credential Rate	71.4%	202 283	0.0%	Not Applicable

**Due to the timeframe for these performance measures (10/1/99 – 9/30/00), all individuals are JTPA or JTPA carry-ins and all in training.

Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60.0%	57.1%	8 14
Employment Retention Rate	69.0%	100.0%	2 2
Earnings Change in Six Months	\$ 2,750	\$ 3,608	\$ 7,216 2
Credential Rate	40.0%	62.5%	10 16



**It was found that 6 OY were in post-secondary education in the 3rd quarter after thus are excluded from the retention and earnings change calculations. They were NOT in post-secondary ed in the 1st quarter after exit.

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out of School Youth	
Entered Employment Rate	100.0%	2	0.0%	0	0.0%	0	57.1%	8
		2		0		1		14
Employment Retention Rate	100.0%	2	0.0%	0	0.0%	0	100.0%	2
		2		0		0		2
Earnings Change in Six Months	\$3,608	\$ 7,216	\$ -	\$ -	\$ -	\$ -	\$3,608	\$ 7,216
		2		0		0		2
Credential Rate	50.0%	1	0.0%	0	0.0%	0	62.5%	10
		2		0		0		16

**It was found that 6 OY were in post-secondary education in the 3rd quarter after thus are excluded from the retention and earnings change calculations. They were NOT in post-secondary ed in the 1st quarter after exit.

Table J - Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	68.0%	92.8%	501 540
Diploma or Equivalent Attainment Rate	55.0%	56.7%	17 30
Retention Rate	51.0%	77.3%	17 22

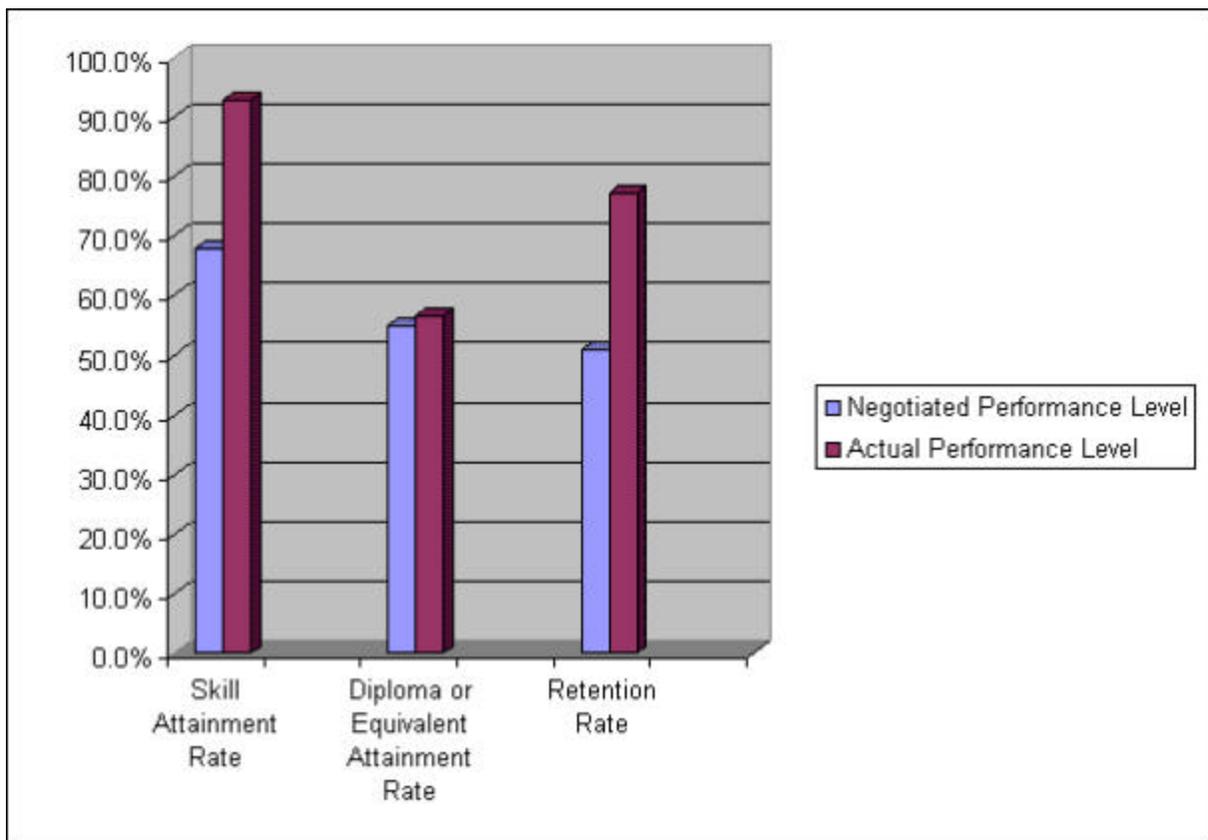


Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out of School Youth	
Skill Attainment Rate	96.4%	214	89.1%	49	45.8%	22
		222		55		48
Diploma or Equivalent Attainment Rate	0.0%	0	0.0%	0	0.0%	0
		0		2		11
Retention Rate	58.3%	7	100.0%	1	0.0%	0
		12		1		0

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adult and Older Youth)		Placements for Participants in Nontraditional Employment	Wage At Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment	
			OR				
			12 Month Earnings Replacement (Dislocated Workers)				
Adults					3.5%	3	\$ 269,518
					86	\$ 3,134	86
Dislocated Workers					0.5%	1	\$1,082,560
					222	\$ 4,876	222
Older Youth					0.0%	0	\$ 3,885
					2	\$ 1,943	2

Not Available

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	268	88
Dislocated Workers	438	131
Older Youth	50	10
Younger Youth	375	63

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$ 746,812
Local Dislocated Workers	\$ 1,280,612
Local Youth	\$ 1,280,333
Rapid Reponse §134(a)(2)(A)	\$ 730,692
Statewide Required Activities (up to 15%) §134(a)(2)(B)	\$ 973,589
Statewide Allowable Activities §134(a)(3)	Program Activity Description
	Not Applicable
Total of All Federal Spending Listed Above	\$ 5,012,038

Table O - Local Performance

Local Area Name	Total Participants Served	Adults	
			157

<u>Greater Rhode Island</u>		Dislocated Workers	263
		Older Youth	33
		Younger Youth	147
ETA Assigned #	Total Exiters	Adults	79
<u>44015</u>		Dislocated Workers	114
		Older Youth	9
		Younger Youth	63
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	78.2%
	Employers	66%	63.0%
Entered Employment Rate	Adults	65%	67.1%
	Dislocated Workers	75%	71.4%
	Older Youth	60%	66.7%
Retention Rate	Adults	75%	88.1%
	Dislocated Workers	85%	91.5%
	Older Youth	69%	0.0%
	Younger Youth	51%	66.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$ 3,250	\$ 3,503
	Dislocated Workers	88%	104.0%
	Older Youth	\$ 2,750	\$ 0
Credential/Diploma Rate	Adults	50%	68.2%
	Dislocated Workers	50%	70.0%
	Older Youth	40%	75.0%
	Younger Youth	55%	56.7%
Skill Attainment Rate	Younger Youth	68%	83.4%
Description of Other State Indicators of Performance			
WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		N/A	N/A
		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O - Local Performance

Local Area Name	Total Participants Served	Adults	111
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<u>Providence/Cranston</u>		Dislocated Workers	108
		Older Youth	17
		Younger Youth	228
ETA Assigned #	Total Exiters	Adults	9
<u>44005</u>		Dislocated Workers	17
		Older Youth	1
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70%	81.5%
	Employers	66%	69.2%
Entered Employment Rate	Adults	65%	58.9%
	Dislocated Workers	75%	65.6%
	Older Youth	60%	54.5%
Retention Rate	Adults	75%	78.0%
	Dislocated Workers	85%	89.5%
	Older Youth	69%	75.0%
	Younger Youth	51%	72.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$ 3,250	\$ 3,401
	Dislocated Workers	88%	158.2%
	Older Youth	\$ 2,750	\$ 3,608
Credential/Diploma Rate	Adults	50%	59.2%
	Dislocated Workers	50%	68.0%
	Older Youth	40%	58.3%
	Younger Youth	55%	0.0%
Skill Attainment Rate	Younger Youth	68%	96.2%
Description of Other State Indicators of Performance WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
		N/A	N/A
		N/A	N/A
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16