

**Dislocated Worker Funds** – Anticipated layoffs have not entered the system at this time.

**Adult Training Funds** – At this reporting \$309,243 is obligated in ITA funds due to outstanding invoices/purchase orders and is not reflected in percentage of funds expended. Barriers to occupational training are being addressed by working with the Adult Education Division to assess individuals with their basic education/GED needs and then helping them to transition into training programs. We will be working with community and faith-based organizations to provide some of the complementary services needed for our hardest to serve.

The Board also voted to raise the Lower Level Income Standard in order to help individuals with a slightly higher income level to qualify for training in order to improve their employability and qualify for higher skilled jobs (earners and learners).

**Youth Funds** – At this reporting \$278,769 is obligated in Youth funds due to outstanding invoices/purchase orders and is not reflected in percentage of funds expended. Decreased youth funding for PY06 resulted in partial funding of youth programs. Several youth providers did not submit proposals this year due to decreased funding.

	Available	Expended	Percent	Remaining	Obligated
<b>TOTAL WIA FUND SOURCES</b>	<b>\$7,946,386</b>	<b>\$5,645,154</b>	<b>71%</b>	<b>\$2,301,232</b>	<b>\$793,221</b>
Adult Program Funds	1,648,648	952,757	58%	695,891	309,243
Carry-in	705,954	705,954	100%	0	
Total Adult Program Funds	2,354,602	1,658,711		695,891	309,243
Dislocated Worker Program Funds	1,093,455	413,312	38%	680,143	138,154
Carry-in	460,826	460,826	100%	0	
Total Dislocated Worker Program	1,554,281	874,138		680,143	138,154
Youth Program Funds	1,767,229	1,392,382	79%	374,847	278,769
Carry-in	64,443	64,443	100%	0	0
Total Youth Program	1,831,672	1,456,825		374,847	278,769
Out of School Youth		803,866			
In School Youth		1,301,858			
Summer Employment		199,331			
Local Administrative Funds	478,816	339,714	71%	139,102	0
Carry-in	99,243	99,243	100%	0	
Total Local Administrative	578,059	438,957		139,102	0
Rapid Response Funds	213,637	118,264	55%	95,373	0
Carry-in	101,309	101,309	100%	0	
Total Rapid Response	314,946	219,573		95,373	0
15% Statewide Activity Funds	917,960	624,006	68%	293,954	45,133
Carry-in	394,866	372,944	94%	21,922	21,922
Total 15% Statewide Activity	1,312,826	996,950		315,876	67,055

Cost Effectiveness Ratio	Total # of Customers Served
<b>Overall, All Program Strategies</b>	<b>\$2,660</b>
Total Number Served	<b>2,122</b>
Adult Program	1,295
Dislocated Worker Program	377
Youth Program	536

our provider approval process. The DWIB staff along with Edward Simon from the Office of Occupational Labor and Market Information took a trip to Harrisburg to visit with some of the staff at the Center for Workforce Information in Pennsylvania. We had a very productive visit and were able to walk away with some great ideas and contacts who would help us improve the way we manage our providers and their programs. We would like to thank Deep Gupta CWI Director, Ed Legge CWI, Kim DeLellis CWI, Rose Ann Kisilewicz, Quality Improvement Specialist Lehigh Valley Workforce Investment Board and Rise Enoch, Bureau of Workforce Development Partnerships for their incredible sharing of information.

**Provider Forum** – In May of 2007 we held a Provider Forum in Dover, Delaware. We shared our modified procedures with our providers and explained how the transfer of their data to the new DJL system would be handled. Transferring the data to the new system was an enormous undertaking and only successful because of the close working relationship we have with Bob Clarkin our Information Systems and performance measures guru. With the new system and our improved processes we can now handle and manage our Certified Provider with confidence and maintain data and relationships with our providers that will ensure our clients receive the best training experience possible.

**In Closing** – As we reflect, we have tackled some major issues and have established standards from which we can move forward. Whether organizational, policy & procedures, collaborations with other agencies in and across state lines, strategic planning, commitment to community, reaching out to business, regional collaborations, performance measures, commitment to Delaware Youth, or simply working better together, the Delaware Workforce Investment Board will continue.....

**Improving Within and Reaching Out!**



partnership. That was never more evident than the recent work the two did preparing and submitting this year's installment of the state's strategic plan.

Months before, DET and DWIB divided the document into functional areas, giving staff sections responsibilities for researching and writing updates to the plan.

Many thanks to Betsy Archer, DET's Chief of Employment, Training/Policy and Bill Potter Deputy Director, DWIB. They had the Herculean task of taking the diverse sections and melding them into a single document. Through the efforts of both organizations we were able to address some Delaware specific requirements. Delaware's State Plan was delivered on target and on time.



Members of the Delaware Workforce Investment Board work on its strategic plan at a workshop held in Dover, Del.

**Community and Faith Based Initiatives** – The Delaware Workforce Investment Board is very proud to begin work on an initiative that will help provide complementary services to our One-Stop clients facing barriers. We believe we need to do more to ensure that they are successful. This outreach will help us to achieve what Chairman John McMahon has referred to as a “holistic” approach to serving our clients.



We have met with Erica Pellman from the U.S. Department of Labor Center for Faith-Based and Community Initiatives

and will be presenting our plan to the Board for direction in establishing and executing this exciting project!



Members of the Delaware Workforce Investment Board and Pa's Center for Workforce Information in December

**Delaware Certified Provider List** - When it came time to talk about transferring all of our new provider information to the new system, we knew that we would have to make modifications to

The Youth Council, in partnership with Delaware's Youth Vision Team, recently announced it earned a US Department of Labor grant of about \$83,000 to develop methods to enhance services provided to youth aging out of the foster care system.



Youth Chairman Dana Shreve.  
File Photo

“Among the outcomes of the program is to take the “lessons learned” and techniques acquired from the grant experience, and replicate the practices to serve other segments of ‘at-risk’ youth,” said Youth Council Chairman Dana Shreve

While a grant is big news by itself, the youth council hasn't stopped there.

At its recent June 19, 2007 meeting, the Youth Council decided to adopt a committee-styled structure of three committees: strategic planning, membership, and resources

& development.

Council members are being asked to serve on the committees, with start-up meetings planned before the Youth Council meeting in October 2007.

If that weren't enough, the council is also participating in a collaborative effort to secure a grant from the US DOL to create a YouthBuild program in the state.

YouthBuild strives to balance in-school learning, leading to a high school diploma or GED, and construction skills leading to career placement for youth.

The primary targets for the program are high school drop outs, adjudicated youth, youth aging out of foster care, and other "at risk" youth.

To make it all work the Youth Council has developed an impressive list of partners including: Petinaro Construction, Delaware Department of Labor, Delaware Department of Education, the DE Department of Services for Children, Youth and their Families (DSCYF), Goodwill Industries, West End Neighborhood House, The Challenge Program, Delaware Skills Center, and the AFL-CIO.

The Delaware Workforce Investment Board has agreed that serving our at-risk youth is essential and have contributed \$20,000 to the Shared Youth Vision Project and committed \$5,000 to the YouthBuild project.



**WIRED** – Workforce Innovation in Regional Economic Development - Delaware Workforce Investment Board participates and stays abreast of regional activities and is committed to being a key player in connecting job training with education, economic development and business. Robert H.

Strong, Deputy Principal Assistant to Delaware's Secretary of Labor, is currently a member of the Executive Committee of the Delaware Valley Innovation Network (DVIN). He has been the DWIB's connection to this committee formed to support life science workforce education, training and development in Delaware, New Jersey and Pennsylvania. Bill Potter, Deputy Director, DWIB continues to stay connected to Maryland from a regional perspective with regard to BRAC and continues to monitor the progress that will result from this major shift in military realignment.

**DWIB/DET Crossing The Finish Line Together** -- During the past few months the working relationship between the Delaware Workforce Investment Board (DWIB) and Delaware Department of Labor's Division of Employment and Training (DET) has grown to one of



Delaware's new Mobile One Stop ready for action.

**Mobile One Stop** — A new mobile high-tech employment office is on the road. Dubbed a Mobile One Stop, the \$280,000 camper converted to a high-tech unit resembling a plus-size satellite TV news van can help workers and employers connect.

The unit is part of a move by the Delaware Workforce Investment Board (DWIB), The Delaware Department of Labor's Division of Employment and Training (DET) and the division's Prison to Work Reentry Program, to bring more services to underserved populations. Both job seekers and employers will benefit from the Mobile One Stop's 13 computer stations, which include Internet access and resume preparation software.

The unit is totally self contained and Internet ready once its

satellite dish is activated. This allows job seekers to use the onboard computers to conduct real time job searches, apply for openings and post resumes.

Not only will the Mobile One Stop help traditional job seekers but the unit can be brought to the prisons so individuals can conduct job searches ahead of their release dates.

The DWIB, DET and the Prison to Work Reentry Program look forward to assisting other agencies and businesses in the state, address workforce needs by bringing the Mobile One Stop, with all its resources, to onsite locations.

The goal is to meet the needs of the public and business community by taking services directly to the customers.

**Adult Basic Education and GED Pilot Site** – The Delaware Workforce Investment Board

believes Adult Basic Education and GED (ABE/GED) services should be accessible for those individuals who make a decision to return to school. It is the foundation for continuous learning and self sustaining employment. The DWIB has partnered with the Delaware Department of Education, Adult Education Division to pilot an ABE/GED assessment and testing site for the Fox Valley One-Stop in Wilmington, Delaware. September marks the one-year anniversary of this pilot, which has seen ten students successfully complete their course work and receive their GED's. Morning and afternoon classes continue to be full with students working through their courses, toward their goal of attaining their GED. Each week 8 – 10 individuals sign up on site and are referred to the program for assessment.



DWIB's First GED Graduate and his family. From Left: Jane Mellis, GED recipient Jason Moore, 18-month old Serenity Moore and Entville Moorhead.

In continued partnership the Board is working with the Delaware Department of Education and the Department of

Labor to ensure that this pilot is incorporated with an assessment pilot headed by the Department of Education. These board-driven efforts will lead to ABEGED testing at each of Delaware's One-Stops.

**The Delaware Workforce Investment Board Youth Council** – If the old axiom, "if you want something done, ask a busy person," is true the Delaware Workforce Investment Board (DWIB) Youth Council may be the group to ask to get something done. The revitalization of Delaware's Youth Council has been recognized at the national level.

inbound jobs. Most estimates indicate there will not be enough Maryland workers to fill all the jobs coming to the area. To help mitigate a potential workforce shortage the DWIB has develop strategic partnerships exemplifying the tenets of Workforce Innovation in Regional Economic Development (WIRED). Those partnerships include but are not limited to:

- Region II BRAC Planning Group
- Susquehanna Workforce Network
- Maryland Department of Labor and Licensing
- Delaware Economic Development Office
- New Castle County Chamber of Commerce
- Greater Newark Network
- City of Wilmington
- Chesapeake Science and Security Corridor
- US Department of Labor Employment and Training Administration

**Outreach** — If there is any one place where the DWIB's strides are visible it's in its public relations and outreach efforts. Under the direction of Chair Patricia Creedon, the board published its first full color newsletter with a circulation of almost 200. Over the year the circulation quintupled and currently exceeds 1,000 with most of its recipients being private employers.

The outreach effort received a real shot in the arm May 16, when the DWIB joined more than 300 business people and government officials at the Delaware Department of Labor 9<sup>th</sup> Employer conference at the Chase Center on the Riverfront. Executive Director Gwen Jones and Youth Council Chairman, Dana Shreve teamed up to man an exhibitor table with more than 50 other vendors in the center's huge Governors Hall.

Other efforts to promote the DWIB include its new website at <http://www.delawareworks.com/wib/index.shtml>; involvement in several councils and committees throughout the state; an expansion of its chamber of commerce participation; inclusion in the Employment and Training Administrations (ETA) quarterly Innovations publication and hosting a state leaders meeting.

**Incentive Grant** – Delaware was eligible for and awarded an incentive grant of about \$900,000 for exceeding federally mandated performance measure. The Delaware Workforce Investment Board (DWIB), Delaware Department of Labor's Division of Employment and Training (DET) and the Delaware Department of Education (DOE) needed to meet their performance measures for Program Year 2005 in order to be eligible for this grant. Delaware was one of nine states to garner this award announced by the federal government in late April. This is the third year in a row Delaware has been granted an incentive award based on its performance.



Outgoing board member Julian "Pete" Booker receives a gift from DWIB Chair John McMahon

influenced four new members to join the Board. They are: John Castle of Wilmington Trust; Harry Gravelle of the Delaware Building Trades; John "Jay" Reed of Blue Cross Blue Shield of Delaware and Delaware State Representative James Johnson, D-New Castle. Julian "Pete" Booker, president Delmarva Broadcasting Company, stepped down from the board earlier in February after more than a decade of service.

The successes outlined in this report were possible due to the support of Governor Ruth Ann Minner and Delaware Secretary of Labor, Thomas B. Sharp. Their guidance was key in Delaware's success. The DWIB also recognizes the great work and effort of the Delaware Department of Labor, Division of Employment and Training management and staff (DOL-DET). This group of workforce professionals shoulders the load of preparing job seekers to meet the requirements of our demand driven system.

It is through them that lives of Delawareans are positively changed. The Delaware Workforce Investment Board also thanks Assistant Secretary of Labor Emily Stover De-Rocco and Regional Administrator Lenita Jacobs-Simmons whose help, support and guidance is making a difference in the lives of Delawareans and our nation.

**Delaware Job Link** – One of the DWIB's fundamental delivery systems received a complete makeover this year when the Delaware Department of Labor's Division of Employment and Training upgraded its management information system from the once venerable Virtual Career Network (VCNET) to the new Delaware Job Link (DJL). The new system, part of the Kansas Department of Commerce's, American Job Link Alliance (AJLA) is a significant upgrade to the previous system. The upgrade occurred this summer and was operational by the end of July. DJL is a totally web-based system allowing job seekers and employers increased flexibility by incorporating commonly known Internet protocols such as hyperlinks. The new system also allows job seekers to identify open vacancies and apply to vacancies via email without worrying about accessing or damaging Delaware's internal computer servers. The system also helps One Stop staff by putting all the information at their fingertips. DJL further sensitizes DWIB staff to training needs and provider offerings because the staff now has a more robust involvement in provider approvals. The new system also increases organizational transparencies because a greater level of access to provider and DOL-DET information is available.

**Base Realignment And Closure (BRAC)** — Even though Delaware is neither gaining nor losing military force structure as a result of the BRAC initiatives it is nonetheless a full and important regional partner. On Nov. 9, 2005 the U.S. Department of Defense (DOD) BRAC recommendations took effect. Although many states and communities will see installations shrink or close Delaware was left pretty much alone with Dover AFB seeing a modest gain of about 112 Airmen. But, across the state line Maryland's Aberdeen Proving Ground (APG) is set to gain about 6,300 federal jobs and a defense contractor tail of close to 2,100 slots. This influx of 8,400 does not include spouses and children of the inbound work force. Moreover, it does not include the secondary jobs needed to support explosive population growth. The APG Regional BRAC Office estimates this translates into 12,352 secondary jobs for the region and a population gain of 58,557. These gains are anticipated for Maryland's Harford and Cecil Counties with some spillover anticipated for Delaware. Because Delaware's New Castle County abuts Cecil County there is great potential for Delawareans to compete for the



Delaware Workforce Investment Board  
4425 N. Market Street  
Fox Valley  
Wilmington, DE 19802

John McMahon, Chair  
Gwendolyn M. Jones, Executive Director

(302) 761-8160 TEL  
(302) 762-2138 FAX

***Annual Report: Narrative Section  
Delaware: Program year 2006  
July 1, 2006 – June 30, 2007  
Submitted October 1, 2007  
By: Gwendolyn M. Jones, Executive Director  
& Bill Potter, Deputy Director***

### **Improving Within and Reaching Out**

“Charity begins at home and spreads itself abroad,” is the quote that comes to mind when expressing the work of the past year for Delaware’s Workforce Investment Board (DWIB). It is the philosophy of the board to serve the hardest to serve in Delaware and while we continue to do so, we must seek opportunities to serve those citizens who also need of improving their current skills to meet the growing demands of a higher skilled workforce. Additionally, the Delaware Workforce Investment Board realizes it is part of the bigger picture and must participate in discussions and initiatives focused toward developing regional partnerships and thriving economic development.

While being a single state area certainly has its advantages, maintaining a balance in workforce development involvement at a state level and overseeing service delivery at a local level can be quite a balancing act and a challenge. As we reported last year, it was a year of transition which has resulted in a Workforce Investment Board that is revitalized and in full swing. The Board held its Strategic Planning Session in February of 2007 and has been working toward its strategic goals to make an impact with the Workforce Investment Act funds it has been entrusted with.

DWIB administrative positions are now fully staffed under the leadership of Gwen Jones, Executive Director, with Bill Potter as Deputy Director, and Julia Hayward as Executive Assistant. The staff has worked very hard this year to create internal processes/ procedures, ensuring the best use of staff resources to execute board directives and initiatives.

### **Special Thanks**

Mr. John McMahon, Executive Vice-President of Delaware Contractors Association has just completed his sixth year as Chairman for the DWIB. He has led the board to success in many of the areas which this report will address in detail. Moreover his leadership directly