

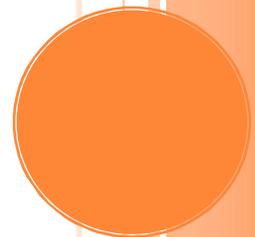
COMMONWEALTH OF VIRGINIA WORKFORCE INVESTMENT ACT ANNUAL REPORT

Report of Title I-B Activities: Program Year 2008

Virginia's Annual Report reflects Workforce Investment Act (WIA) programs, services and system building initiatives during program year 2008. It focuses on WIA's evolution of a comprehensive statewide workforce development system that is demand driven, and that serves employers, workers, and job seekers. During the report period, state leadership has been a critical factor in new system building initiatives and in making significant progress toward physical co-location of required partners (and other partners) at comprehensive one-stop centers where services are required to be integrated.

Virginia Community College System

October, 2009



COMMONWEALTH OF VIRGINIA WIA ANNUAL REPORT

Section I: Narrative Summary of Title I-B Activities

The Workforce Investment Act (WIA) Annual Report focuses on the administration of WIA Title I activities in the Commonwealth of Virginia. It reflects Title I programs and new system building initiatives during program year 2008. The report focuses on the evolution of a comprehensive statewide workforce development system that is demand driven, and that serves employers, workers, and job seekers. During the report period, the WIA programs logged over 81,500 adults, with 10,536 adults and over 3,100 youth participants. Seventy-four percent of the adults and 80 percent of dislocated workers who exited the program during PY 2008 got jobs. Of participants who got jobs, 83% of the adults, 90% of the dislocated workers, and 77% of the older youth were retained in employment after six months.

While WIA Title I programs achieved the summary highlights above, there were other achievements as well, including major system building initiatives, including the design of “new” comprehensive one-stop centers with physical collocation and service integration. However, the full impact of these reforms were not yet reflected in 2008 data, due primarily to lagging cycles of performance measures and differing timelines established by local workforce areas in implementing the center reform initiative. This report provides much more detail on both program performance and system and capacity building in the following pages. The efforts of the system and programs were driven by the Commonwealth’s Vision and Goals for Workforce development in Virginia.

Vision and Goals Statements

Vision...

The vision for the Commonwealth is to have a world-class workforce system that is responsive to employer and worker needs and creates a well-trained, well educated and globally competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future, and is engaged in lifelong learning.

Goals...

- Achieve greater integration and alignment of the various parties and programs within the Virginia Workforce Development Network.
- Promote excellence in the operation of all One-Stop Career Centers and WIBs.
- Increase awareness, confidence and engagement of stakeholders in the Workforce Development System.
- Develop a robust set of metrics and processes to effectively assess and incentivize performance.

- Enhance the effectiveness of key players within the workforce system.

ON-GOING SYSTEM DEVELOPMENT

Towards the goal of creating substantial structural reform and streamlining workforce services, an action item identified in the Governor's Workforce Development Strategic Plan was the establishment of a comprehensive one-stop service delivery center in each local workforce area. In January 2008, Governor Kaine issued Executive Order 61, which in part tasks the Senior Advisor for Workforce with overseeing the development of a series of "new" Comprehensive One-Stop workforce service delivery centers with seamless, integrated services. To further advance this effort, a State Partner Memorandum of Understanding (MOU) for Comprehensive One Stop Centers was signed by the Cabinet Secretaries in March, 2008. The State level MOU was the first in Virginia to clearly delineate specific requirements of state agencies and programs across multiple Secretariats towards the creation and support a workforce development system that operates effectively in a one stop environment with a primary focus on citizens and employers in an efficient manner. Studies by the legislative branch and other third-party entities over time had identified that without such Executive-level direction truly integrated one stop centers in Virginia would not be realized.

Governor Kaine participated in a ribbon cutting in December of 2007 for a prototype One Stop Center in Charlottesville, Virginia. The Charlottesville facility opening represented a physical co-location of multiple workforce partners under a single roof. The physical co-location at Charlottesville presented an improvement over the previous comprehensive center in terms of the number of required WIA and other partners placing full time staff and other resources at a single facility.

Subsequent to the opening of the Charlottesville Center, several local workforce areas embraced the new center concept now advanced by the issuance of key guidance documents from the state moving beyond physical collocation to service integration. One example is the Roanoke region Local Workforce Investment Area which moved quickly in response to Virginia's one-stop center reform movement. The Roanoke Comprehensive Center, Virginia's first truly single facility with integrated workforce services began operations at its new location near the end of PY 2008.

As part of the Administration's roll out plan, several other comprehensive centers advanced to varying levels of completion during PY 2008, including new designs in Arlington, Danville, and South Boston to name a few whose efforts were closest to being realized.

Delivering Workforce Services under Changing Conditions

Over the course of any year, events are likely to occur that impact server delivery and ultimate performance. Program year 2008 was a year of significant change regarding several key variables that impact workforce programs and services. First, Virginia continued a phased reform of its Workforce Investment System, including initiatives at the State and local levels. At the State level phase III of the transition of the Workforce Investment Act (WIA) from the Virginia Employment Commission to the Virginia Community College system (VCCS) was completed by the end of PY 2008. Second, Virginia embarked on

reforming service delivery at the local level through a comprehensive center reform initiative requiring partners at single physical locations to provide seamless, integrated services. Even as these major reform initiatives unfolded, the Virginia economy experienced a significant downturn and a significantly increased demand for workforce and supportive services. The remainder of this report reviews several key elements of the Commonwealth's Workforce Investment System in the context of these reform initiatives and Virginia's slowing economy.

Reform and Transition Continue: Phase III

State Level Reform Initiatives

In 2008, Governor Kaine issued Executive Order 61 which in part (1) transferred the responsibility for WIA to the VCCS, (2) tasked Virginia's Senior Advisor for Workforce with overseeing the implementation of the development of comprehensive integrated seamless local One Stop workforce service delivery system, (3) created a cross Secretary Workforce Sub-Cabinet body, led by the Governor's Senior Advisor for Workforce, that assisted with the high level issues associated with implementing Virginia's new comprehensive one-stop centers.

Transition of WIA State Administration to VCCS

At the beginning of program year 2008, phase three of the transition of administrative and fiscal responsibility for WIA was implemented, moving these WIA responsibilities that had initially been held by the State's Employment Service Agency, later by the Governor's Office for Workforce Development, to the Virginia Community College System (VCCS). The transition involved the consolidation of former staff of the Virginia Employment Commission, the Office for Workforce Development and the Workforce Services Division of the VCCS in the creation of a new organizational arrangement. The transition, a very deliberate process, unfolded over the year, while policy, procedures, processes, and possible functional realignments were considered that would create a more streamlined, efficient operation. In addition to professional and experienced leadership and staff, the process was assisted by a third party consulting firm.

Governor's Sub-cabinet Involved in State Reform Activities

To further advance the implementation of this element of the Governor's Workforce Reform agenda, a State Partner Memorandum of Understanding (MOU) for Comprehensive One Stop Centers was signed by the Cabinet Secretaries in March, 2008. This document is the first in Virginia to clearly delineate specific requirements of state agencies and programs across multiple Secretariats towards the creation and support a workforce development system that operates effectively in a one stop environment with a primary focus on citizens and employers in an efficient manner. As a result of the State MOU, the Secretaries required agency heads to provide direction to their local agencies on provision of services in the one-stop, cost sharing, and integration of the many services. Studies by the legislative branch and other third-party entities over time had observed that without such Executive-level direction, truly integrated one stop centers in Virginia would not be realized.

Virginia Workforce Council

The State Board for WIA, the Virginia Workforce Council (VWC), continued strategies in pursuit of the Commonwealth's Vision for Workforce with particular attention on the key workforce goals of developing measures and new ways to encourage and incentivize performance within the workforce system. Initiatives of the VWC included efforts to establish state system measures and promote workforce system staff development and certification. During PY 2008, 1,090 workforce staff enrolled in the State's staff certification initiative, with 504 receiving credentials as Workforce Development and/or Employer Services Professionals. In addition, the Council promoted portable job seekers' credentials through the one-stop system, where each local area was awarded incentives if at least five percent of its participants received a Career Readiness Certificate (CRC). During the PY, over 700 CRCs were awarded by thirteen local workforce areas, with nine meeting the five percent threshold to receive an incentive as part of the VWC initiative.

Local Service Delivery System Reform

Virginia, like most states, has met the requirements of the WIA for creating local one stop center systems with at least one comprehensive center in an area. However, under Governor Kaine, Virginia required local workforce boards to go beyond the requirements in the Act and establish "physical collocation." Towards the Administration's goal of creating substantial structural reform and streamlining workforce services, an action item identified in the Governor's Workforce Development Strategic Plan was the establishment of a comprehensive one-stop service delivery center in each local workforce area. While clearly delineating specific requirements of state agencies and programs in the creation of local comprehensive one-stops, a State Memorandum of Understanding was created to serve as a basis for local reform.

Virginia's "new" local comprehensive one-stop centers were required to focus on actions that leveraged resources toward common ends. The centers were required to provide need-based demand-driven services drawn from program strengths and agreed upon roles. The centers focus on demand occupations and career opportunities, including opportunities for persons with disabilities, veterans, older workers and ex-offenders. Specifically, these "new" centers:

- Integrate and locate workforce resources and services of present and previously separate, free standing programs into a single seamless comprehensive one stop center with a common point of interaction with the public as well as electronic access to resources. The environment is responsive to and is accessible to customers regardless of their needs, respectful of diverse cultures and comprehensive in its services.
- Eliminate duplication of common workforce program administrative functions for more efficient use of public workforce funds towards direct service delivery.
- Ensures that there is collaborative team management approach that addresses day-to-day issues and problem resolution, safety and security of the comprehensive One Stop Center site.

- Operate in a budget environment where each partner contributes a fair share of the operating costs of the comprehensive One Stop Center proportionate to the use of the Center by the partner’s program.
- Participate in credentialing, staff capacity and technical assistance development opportunities and use performance measures that address customer satisfaction and service delivery for state employees. These elements ensure a more cohesive and continuously-improving professional staff to better serve the public.

Creating Optimum “Physical” Comprehensive One-stop Centers

To further advance the implementation of the new one-stop initiative, the State Partner Memorandum of Understanding for Comprehensive One Stop Centers was signed in March of 2008. This document was the first in Virginia to clearly delineate specific requirements of state agencies and programs across multiple Secretariats towards the creation and support a workforce development system that operates effectively in a one stop environment with a primary focus on citizens and employers in an efficient manner. Studies by the legislative branch and other third-party entities over time had identified that without such Executive-level direction truly integrated one stop centers in Virginia would not be realized.

It should be noted that the Governor participated in a ribbon cutting in December of 2007 for a One Stop Center in Charlottesville. This facility opening represented a physical co-location of multiple workforce partners under a single roof because of the opportunity to take advantage of leasing expirations. Because the Charlottesville Center opened before the guiding documents were issued, it continued to be “retrofitted” during the latter part of PY 2008 so that service integration and alignment were reflected in its daily operations.

The opening of the “new” Roanoke Comprehensive Workforce Center marked a significant change in the manner in which job seekers, workers and employers encountered the vast array of employment, training and supportive service interventions that are offered through the Virginia Workforce Network, as will the additional openings of centers being developed under the same format and principles outlined above. Virginia’s reform efforts go beyond the basic tenets of federal law, or previous efforts in Virginia. These centers are designed such that all the components work as one unit to better meet the common goals of a region so that the communities will be better served through enhanced communication and dialogue between the various stakeholders, whether they are a service provider or customer. The customers will have one point of contact for a majority of their employment and training needs. All staff members, regardless of their employing entity, will be able to identify needs and provide assistance based upon their knowledge of all that is available in the center and the empowerment that they have to focus first on the customer needs. Integrated common functions such as intake, preliminary assessment, training and education, case

...customers will have one point of contact for a majority of their employment and training needs...

management, job matching and awareness further facilitate the notion that there is now a customer-centric approach to the delivery of workforce development services, which at the same time enhances efficiencies and maximizes the utilization of dwindling resources.

The efficiencies gained by restructuring the “how” of service delivery results in enhanced quality of the services delivered. In this case, the expected outcome is a skilled workforce with better chances of attaining credentials, gaining or retaining employment and increasing their wage potential as an end result. Efficiencies gained through enhanced service delivery will also make it easier for the employer community to access and understand the resources provided by the publicly-funded Virginia Workforce Network such that their needs are also better met.

Responding to a Declining Economy

The economic landscape and workforce development needs were markedly different during PY 2008 than when the Commonwealth began transitioning WIA in 2006. Since then, Virginia has experienced an increase in unemployment, while layoffs and closures increased significantly during PY 2008. The economic downturn and continued shift in economic structure from textile and furniture manufacturing industries to high technology industries continue to impact the types of demand occupations jobseekers pursue and workforce development services provided to Virginia’s employers.

Statewide Initiatives Focused on Re-employment

The VCCS Workforce Services Division’s Rapid Response Unit (RRU) was an integral part of Virginia’s response to rapidly deploy workforce services to Virginians adversely impacted by the upsurge of layoffs and closures during the program year. WIA Rapid Response funds were used to support statewide initiatives in response to the economy, but also support continuous improvement through on-going capacity and system building in Virginia. One indicator of the economic downturn experienced during PY 2008 was reflected in the number of mass layoffs and business closures the Rapid Response Unit received from across Virginia. Another indicator has been the number of emergency grant requests to assist increased numbers of dislocated workers needing services in local workforce areas. The increased demand for services focused attention on system capacity, as the numbers of individuals moved from early rapid response activities to the one-stop system. These factors are reviewed in more detail in the following paragraphs.

...funds were used to support statewide initiatives in response to the economy, but also support continuous improvement through capacity and system building...

■ Statewide Rapid Response Activities

During PY 2008, the State Rapid Response Unit (RRU) received 115 notices in response to the Worker Adjustment and Retraining Notification (WARN) Act. Compared to the previous year, the number of WARN notices increased by 47, or a 69% over last year. The increase in WARNs reflected an even greater increase in the numbers of impacted workers, increasing from 9,842 the previous program year to 19,896 for PY 2008. The 10,054 increase in affected workers represent over a 100% increase from last year. While the number of WARNs and affected workers showed tremendous increases, the average number of affected workers per WARN event only increased by 28 workers, or 19% per event (see chart A, below).

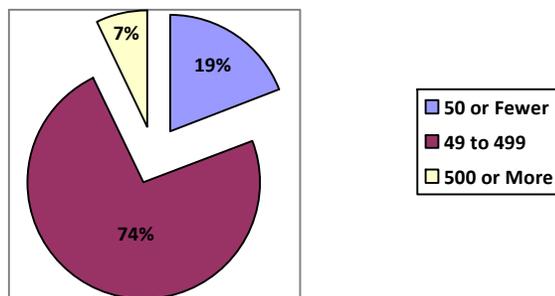
Chart A

Statewide Rapid Response Activities			
	Program Year (July 1 through June 30)		
Rapid Response Activity	2006	2007	2008
WARN Notices Received	65	68	115
Workers Affected by WARN	14,630	9,842	19,896
Average Number of Workers per Layoff/Closure	225	145	173

Further, the data indicates a wide range in the size of company events, ranging from only a few workers to over 1,900 in one case. Of the 110 companies submitting a WARN (a few had multiple WARN events), eight (7%) had more than 500 workers impacted by the event, accounting for 7,630 of the State’s 19,896 impacted workers, or 38% of the state total for the program year. Twenty-one companies, or 19%, had 50 or fewer workers impacted by an event (see Graph 1, below). The greater percentage (74%) of companies’ impacted workers ranged from 49 through 499 affected workers per event.

Graph 1

Companies Impacted by Size



In order to meet increased need and demand for rapidly deployed reemployment services, the State Rapid Response Unit responded to several challenges. First, the Unit was successful in redeploying its resources and staffing assets across previously defined regional boundaries to where the greatest need existed in localities experiencing demand peaks during the year. By design, Rapid Response Teams deployed on receipt of a WARN, or other public announcement. Although the number of events increased significantly, contact was made with company officials within 48 hours of receipt of a WARN, followed by employer briefings held with management and planned employee briefings desired by the employer. Most briefings were held before the workers left their respective companies. Employee briefings, led by one of four Regional State Rapid Response Coordinators, were provided by a team of local workforce development partners who provided direct services. Services engaged the worker in a host of activities aimed at assisting them with as “rapid” return to employment as possible.

For program year 2008, Rapid Response Activity data indicates 57 employers of the 110 that issued a WARN, or 52% arranged to have management briefs; 9,029 workers, or 45% attended at least one of the 184 employee briefings conducted by the Rapid Response Teams. The Rapid Response Coordinators were instrumental in planning and resourcing seven Job Fairs and two on-site employer resource centers. In addition to the activities provided at employer sites, the Rapid Response Unit delivered over 1,900 Rapid Response Re-employment Information Packets to workers not participating in an employee briefing.

■ **Emergency Grants to Local Workforce Investment Areas**

In addition to the statewide Rapid Response Program activity, seven (7) rapid response emergency grants were awarded to local workforce investment areas experiencing closures and dislocated worker service requirements beyond their funding capability. The seven local grants totaled \$1,287,000 (see Chart B, below).

Chart B

Rapid Response Emergency Grants		
	Program Year 2007	Program Year 2008
Number of Grants	5	7
Amount Awarded	\$1,514,868	\$1,287,000
Average Award Amount	\$302,974	183,857

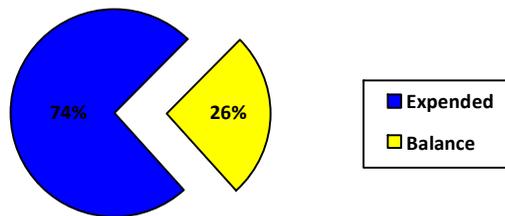
Two of the five areas were successful at obtaining a second award as the need arose. Individuals served by the emergency grants are included in the local area’s data and counted in local performance.

In comparison to program year 2007, the seven emergency grants represent a 40% increase from the previous year. However, the amount of funds awarded decreased by 15% over the

previous year as the average award amount decreased by \$119,117, or 39%. Two workforce areas, the Capital Area (LWIA 9) and City of Richmond (LWIA 10), where the greater numbers of dislocations occurred, accounted for \$575,000, or 45% of the funds awarded. On the participant expenditure side, \$954,644 or 74% of the \$1,287,000 was expended by June 30, 2009 (refer to Graph 2, below), while 1,231 individuals were assisted at an average cost of \$776 per individual.

Graph 2

Emergency Grant Funds Awarded Locals



■ **System and Capacity Building Initiatives**

During PY 2008, emphasis continued to be placed on system and capacity building in support of on-going state and local workforce reform efforts. Statewide funds totaling \$1,049,972 were expended on system building, capacity building and technical assistance. Grant awards were made for a wide range of activities, including Virginia’s comprehensive one-stop center reform initiative, targeted growth industries such as health care, engineering, energy, employer specific projects, and grants targeted to hard to employ populations, such as offenders and individuals where English is a second language.

Evaluation of Workforce Development Activities:

Virginia has undertaken significant change during the implementation of the WIA. Program evaluation has been seen as critical to the evolution of quality programs. Although the Commonwealth has not conducted evaluation studies that measure the impact of WIA funded employment and training programs, other assessment techniques have been used, including a monitoring and evaluation system that involves gathering and analyzing information to evaluate overall system compliance. Yearly monitoring reviews all aspects of WIA, including evaluating services provided, identifying strengths and weaknesses and proposing improvements. Monitoring activities are conducted yearly and on special occasions to ensure that services comply with contractual agreements, WIB policies, WIA regulations and LWIA requirements. Best practices continued to be identified and shared among local workforce areas toward continuous improvement of the system.

...monitoring reviews all aspects of WIA, including evaluating services provided, identifying strengths and weaknesses, and proposing

Regional Economic Strike Force Forums

In direct response to the economic downturn in Virginia, state leadership implemented an old strategy with a new twist. Understanding that economic downturns impacted areas of the state differently and the ability of the areas to respond is also different, workforce leaders re-instated a strike force concept deployed during the 9/11 period. Led by the Senior Advisor's Office and in concert with State and local economic development leaders, workforce system partners, including VCCS, participated in eight (8) regional forums designed to connect state, regional and local workforce partners, to include the local workforce investment boards, community college officials, and business leaders for discussions around preparedness to handle the growing unemployed population and increased demand for services on a regional level. The local workforce boards sought to seize the momentum created by the forums and provided leadership to an on-going strategy that continued to keep the parties engaged and delivery workforce services through the local one-stop system.

Basic Computer Literacy Training

Mini-grants were provided to each of the 15 local workforce investment areas in Virginia to address large numbers of individuals visiting one stop centers that lack basic computer skills. Eligible participants attended introductory computer applications courses offered by the eligible training providers. The courses supported by statewide funding program, intended to enhance the use of electronic elements of the system, including self service opportunities by customers, introduced the participants to Windows, the internet, graphics and other application software. Upon completion of the course, the participants received a certificate.

Supporting Growing Employer Interest in Credentials (CRC)

The VCCS has state responsibility for administering the Career Readiness Certificate (CRC) in Virginia. The CRC is a portable skills credential certificate that measures an individual's work readiness. By assuming WIA responsibility, the VCCS has been able to better link these two elements together to increase the number of CRCs that are issued through the WIA-established one stop center network, specifically for WIA participants. The Virginia Workforce Council, which is now staffed by the VCCS, set a goal that 5% of WIA participants served by the local workforce areas would receive a CRC. During PY 2008, 788 WIA participants have attained the CRC, with 9 of the 15 local areas exceeding the 5% attainment goal established by the Virginia Workforce Council.

Virginia One-Stop (VOS) Tracking System

Assuring Uniform Reporting of Required Elements

Two years ago Virginia committed to securing and implementing a leading edge management information system that would also serve as a case management system. State leadership selected a module based GeoSolution product marketed as a virtual one-stop system. An important strength of VOS is its ability to capture, compile and report data in Department of Labor (DOL) prescribed formats, which lends itself to uniform reporting of DOL required elements.

Program year 2008 was the first full year of operation of Virtual One-Stop (VOS), which served as Virginia's information, tracking, reporting and case management system. The VOS serves as the system of record for the Virginia Employment Commission's Wagner Peyser and Labor Market Information Programs and the VCCS' Workforce Investment Act Title I Programs. The VOS offers and captures self services, core services under Wagner Peyser and intensive and training services under WIA. VOS serves as an electronic, internet based interface among workforce partners across the one-stop system. As a result of the capabilities of VOS, and the sharing of a common data system with Virginia's Employment Services Agency, Virginia's WIA system user numbers increased drastically to over 81,000 users during PY 2008. In addition to the self service numbers, VOS logged over 10,500 adult participants who visited a one-stop center for on-site services.

...VOS serves as an electronic, internet based interface among workforce partners across the one-stop system...

Self Services Now Captured

During PY 2008, for the first time, citizens anywhere in Virginia with access to a personal computer connected to the internet were able to access the Virtual One-stop System and a host of WIA and Wagner Peyser self services. VOS' ability to capture and track individuals seeking self services let us know that over 71,000 Virginians received self services only during PY 2008. The self service numbers also reflect Virginians who visited a one-stop center, may have used the resource rooms independently, but did not require staff assistance, therefore no WIA registration. This population represents system users who benefitted from WIA funded "core" services and are ultimately part of any cost benefit to the system.

Dual Enrollment More Easily Tracked

VOS demonstrated its strength as a case management tool, particularly through its ability identify and track dually enrolled participants, using its varying levels of security to allow cross agency staff to share in case management of common customers. Dual enrollment proved very helpful in the coordination of the Virginia Employment Commission's TRADE program and WIA Title I Dislocated Worker (DW) Program. VOS also proved beneficial in other dual enrollment of other participant populations, such as dislocated workers who participated in emergency funded State rapid response activities in concert with local Title I DW funded activities.

Waivers and WIA Performance

Virginia's WIA program began PY 2008 with six Department of Labor (DOL) approved waivers, including waivers to allow the State to use up to 25% of its statewide rapid response funds for required and allowable activities normally provided with the use of statewide (15%) funds; (2) the use of local Title I formula funds by local areas in support of

incumbent worker training; and (3) a waiver that allowed local areas to move up to 100% of each year's funds between adult and dislocated worker fund streams. While these particular waivers were expected to afford increased flexibility in the use of funds for services to meet changing demand, in general the waivers were not used by local areas to the extent expected. During PY 2008, only two of the 15 local workforce areas used waiver flexibility to develop strategies to provide incumbent worker training; only three of 15 areas used the flexibility of the waiver to move more than the allowable amount of their funding between adult and dislocated worker fund streams. Of the waivers Virginia received, the waiver that allowed Rapid Response funds to be used for required and allowable statewide activities proved more beneficial in the furtherance of the State's system and capacity building initiatives. Overall, no obvious link has been found between Virginia's approved waivers and the State's PY 2008 performance on the 17 core WIA measures.

Customer Satisfaction Maintained

Separate funding streams have been provided for the adult, dislocated workers, older youth, and younger youth populations. Although each of these populations has its own set of performance measures covering employment rates, retention in employment, earnings, and credential attainment, the system also measures customer satisfaction. Customer

Over all customer satisfaction remained consistent among employers at 70.1%; among job seekers at 74.1%.

satisfaction is measured for both employers and program participants using a telephone survey. Overall, customer satisfaction remained consistent among employers at 70.1%; among job seekers at 74.1%. Although customer satisfaction remained good during the transition and under challenging economic conditions, the impact of these and

other forces had an uneven impact across the other core measures. The remainder of this report summarizes, but also provides detail on Virginia's performance against its WIA performance measures.

WIA Program Performance

For measures negotiated with the DOL, Virginia met sixteen of seventeen standards. Meeting credential performance requirements remains a challenge Interest remains by employers in the Governor's Career Readiness Certificate (CRC) as a credential, although it is not a recognizable credential for performance purposes. Recognizing and counting CRCs as credentials would assist Virginia in achieving its credential measure.

Virginia performed at an average of 91.82-percent of the adult programs targets and 91.58-percent of the dislocated worker targets. Performance within the other segments of the program provided mixed results: older youth 81.46-percent of target, younger youth 87.63-percent of target, employer customer satisfaction 87-percent of target, and program participant customer satisfaction 91-percent of target. Attainment of all performance standards will provide opportunities for improvement during the next program year.

Virginia will be transitioning from the current Virginia Workforce Network Information System (VWNIS) to Geo Solutions' Virtual One-Stop during PY 2007 (target - November 2007). This change may have an impact on local and state level performance and the edits and processes within VOS will increase the accuracy of reported data.

The Cost of Workforce Investment Activities

Cost of Program Activities

The Commonwealth's 15 local workforce areas expended \$22.5 million on workforce investment services during PY2008, serving 18,032 participants, at an average cost of \$1,251 as shown in Table 1. Additional statewide activity expenditures totaled \$7.7 million, bringing the PY2006 total to \$30.2 million.

Table 1

Program Activity	7/1/08-6/30/09 PY2008	Participants PY2008	Cost Per Participant
Adults	\$ 5,986,588	7866	<i>\$761</i>
Dislocated Workers	\$ 8,815,008	6976	<i>\$1264</i>
Youth	\$ 7,762,442	3190	<i>\$2932</i>
Total of Local WIA Formula Spending Listed Above	\$ 22,564,038	18032	<i>\$1251</i>

Section II: WIA Title I-B Data Results

This section provides the required data of the Commonwealth of Virginia's Title I-B Annual Report and includes:

- Table Section – State and Local Negotiated Levels of Performance and Actual Performance

WIA cumulative expenditures by local workforce areas since PY2000 have been totaled in Table B.

Table 2

Program Activity	Cumulative (as of 6/30/08)	Cumulative Participants	Cumulative Cost Per Participant
Adults	\$67,329,815	41590	\$1765
Dislocated Workers	\$47,617,938	39923	\$1380
Youth	\$78,130,639	34892	\$2539
Total of Cumulative Federal Spending Listed Above	\$193,078,392	116405	\$1865

Tables:

The following data tables represent the results of the WIA programs during PY 2008. Although the concept of an “annual report” encourages the reporting of performance and programmatic information for a 12-month period, the reality of the WIA reporting system expands the annual report time frame beyond the traditional model. Data presented in this report covers several reporting cycles and the changes that are expected in the continued transition between two major employment and training/workforce development legislative initiatives. The use of Unemployment Insurance data was a challenge for the system because of time lags in the availability of the data source and the application to a workforce investment program. Changes in the certificate/credential definition have not been completely assimilated into the program outcome measures, as for PY 2008, the new definition covered only one quarter of the new definition and three quarters of the old definition.

Of the PY2008 performance at the State level, Virginia met sixteen of the seventeen and failed to meet 1 of the negotiated levels of performance. Of the 255 standards at the local workforce investment area level, Virginia local workforce areas exceeded 196 or 76.9 percent of the total, met 45 or 17.6-percent of the total, and failed 14 or 5.5-percent of the total. The older youth credential rate was the most frequently missed performance measure (3 LWIAs missed this one). The Younger Youth High School Diploma or Equivalent Rate was the next most frequently missed measure with 3 LWIAs missing the diploma rate. There are small number of older youth exiting during the performance period for that measure this has had a significant impact on local area’s performance. Additionally, edits in place in VOS and the use of the Data Reporting and Validation System (DRVS) software to produce the Federal reports may have impacted the achievement of these measures. With the new system, there will need to be a more detailed review of the data and performance impacts within the WIA program in Virginia.

TABLE SECTION II

VIRGINIA

PY 2008 ANNUAL REPORT

II. Table Section

Table A - Workforce Investment Act Customer Satisfaction						
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	81.0	74.09	561	5049	1767	31.75
Employers	81.0	70.78	246	2008	872	28.21

Table B – Adult Program Results			
Reported Information	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	83.0	74.2	850
			1,146
Employment Retention Rate	87.0	83.2	1,295
			1,556
Average Earnings	\$11,060	\$10,816	\$13,596,055
			1,257
Employment and Credential Rate	65.0	54.9	661
			1,205

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	75.6	347	68.8	53	64.7	22	74.5	38
		459		77		34		51
Employment Retention Rate	81.1	425	79.5	70	82.1	32	89.3	50
		524		88		39		56
Average Earnings	\$8,806	\$3,601,655	\$12,623	\$858,372	\$9,735	\$301,793	\$10,292	\$473,424
		409		68		31		46
Employment and Credential Rate	56.5	244	52.8	38	42.3	11	53.1	26
		432		72		26		49

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	78.9	576	65.9	274
		730		416
Employment Retention Rate	84.9	908	79.6	387
		1,070		486
Average Earnings	\$11,112	\$9,822,544	\$10,117	\$3,773,511
		884		373

Table E – Dislocated Workers Program Results			
Reported Information	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	86.0	80.3	1,645
			2,049
Employment Retention Rate	93.0	90.7	1,657
			1,827
Average Earnings	\$14,500	\$13,121	\$21,176,946
			1,614
Employment and Credential Rate	69.0	58.6	688
			1,174

Table F – Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	76.9	150	82.1	23	67.1	284	100.0	6
		195		28		423		6
Employment Retention Rate	89.8	149	75.0	21	88.3	257	92.9	13
		166		28		291		14
Average Earnings	\$17,219	\$2,513,944	\$13,276	\$265,509	\$11,078	\$2,769,476	\$11,228	\$112,283
		146		20		250		10
Employment and Credential Rate	52.6	50	61.5	8	47.2	91	50.0	2
		95		13		193		4

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	82.0	891	78.4	754
		1,087		962
Employment Retention Rate	91.2	909	90.1	748
		997		830
Average Earnings	\$12,830	\$11,303,285	\$13,470	\$9,873,661
		881		733

Table H.1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance	Actual Performance Level	
Placement in Employment or Education	No negotiated levels	50.0	550
			1,099
Attainment of Degree or Certificate	No negotiated levels	42.4	380
			897
Literacy and Numeracy	No negotiated levels	1.8	8
			434

Table H.2 – Older Youth (19 – 21) Program Results			
Reported Information	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	72.0	63.8	155
			243
Employment Retention Rate	85.0	77.4	199
			257
Six Months Earnings Change	\$3,200	\$2,707	\$665,898
			246
Credential Rate	69.0	42.5	135
			318

Table I – Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	66.1	76	0.0	0	60.7	17	63.6	145
		115		0		28		228
Employment Retention Rate	77.9	88	0.0	0	75.9	22	76.9	186
		113		0		29		242
Six Months Earnings Increase	\$3,061	\$333,667	\$0	0	\$2,486	\$72,084	\$2,592	\$598,849
		109		0		29		231
Credential Rate	44.4	59	0.0	0	36.8	14	41.1	122
		133		0		38		297

Table J – Younger Youth (14-18) Program Results			
Reported Information	Negotiated Performance	Actual Performance Level	
Skill Attainment Rate	88.0	73.4	1,721
			2,345
Youth Diploma or Equivalent Rate	69.0	61.3	309
			499
Retention Rate	67.0	60.8	412
			678

Table K – Outcomes for Younger Youth Special Populations						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	74.2	765	80.2	674	61.5	179
		1,031		840		291
Youth Diploma or Equivalent Rate	57.1	116	75.9	145	29.7	27
		203		191		91
Retention Rate	58.0	163	59.2	106	59.8	107
		281		179		179

Table L – Other Reported Information										
Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	78.9	1,335	\$3,014	\$4,987,566	1.1	9	\$4,281	\$3,497,869	52.6
1,692			1,655		850		817		576	
Dislocated Workers	90.7	1,510	93.1	\$19,610,737	1.1	18	\$5,988	\$9,622,666	38.3	341
		1,665		\$21,062,854		1,645		1,607		891
Older Youth	74.5	207	\$2,508	\$657,063	0.6	1	\$2,657	\$393,259		
		278		262		155		148		

Table M – Participation Level		
Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	81,637	65,431
Total Adults (Self Service Only)	71,101	61,901
WIA Adults	74,741	63,509
WIA Dislocated Workers	6,976	1,934
Total Youth (14 -21)	3,190	1,226
Younger Youth (14 -18)	2,516	937
Older Youth (19 -21)	674	289
Out-of-School Youth	959	430
In-school Youth	2,231	796

Table N – Cost of Program Activities		
Local Adults	\$79,383,761	
Local Dislocated Workers	\$63,911,686	
Local Youth	\$96,337,307	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$21,265,810	
Statewide Required Activities (Up to 15%) WIA Section 134 (a)(2)(B)	\$25,041,599	
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	(A)(i) Admin by State of Sec 134 activities (VWC & Gov's Office)	\$1,059,094
	(A)(ii) Capacity Building & Technical Assistance	\$5,073,879
	(A)(iii) Research & Demonstration	\$3,009,707
	(A)(iv) Incumbent Worker Training	\$3,174,043
	(A)(vi) Displaced homemaker program	\$4,204,030
	(A)(vii) Other activities the State determines necessary	\$5,927,245
	(A)(v) Identification of eligible training providers	\$32,500
Total of All Federal Spending Listed Above	\$308,420,661	

Table O – Local Performance			
Local Area Name Southwestern Virginia (01)	Total Participants Served	Adults	2283
		Dislocated Workers	164
		Older Youth (19-21)	65
		Younger Youth (14-18)	302
ETA Assigned # 51040	Total Exiters	Adults	1893
		Dislocated Workers	64
		Older Youth (19-21)	21
		Younger Youth (14-18)	122
Reported Information			
Customer Satisfaction	Program Participants	72.4	73.16
	Employers	74.0	77.96
Entered Employment Rate	Adults	77.5	70.5
	Dislocated Workers	82.0	87.8
	Older Youth	71.4	85.7
Retention Rates	Adults	82.0	83.1
	Dislocated Workers	87.8	90.7
	Older Youth	84.1	76.5
	Younger Youth	56.1	62.3
Average Earnings (Adult/DW)	Adults	\$11,642	\$9,611
	Dislocated Workers	\$13,923	\$12,379
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,244	\$3,879
Credential/Diploma Rate	Adult	63.7	54.6
	Dislocated Worker	63.7	71.0
	Older Youth	52.5	75.0
	Younger Youth	64.2	75.0
Skill Attainment Rate	Younger Youth	85.0	83.5
Placement in Employment or Education	Youth (14-21)	N/A	56.5
Attainment of Degree or Certificate	Youth (14-21)	N/A	66.1
Literacy and Numeracy Gains	Youth (14-21)	N/A	5.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	11

Table O – Local Performance			
Local Area Name New River/Mt Rogers (02)	Total Participants Served	Adults	4,490
		Dislocated Workers	464
		Older Youth (19-21)	88
		Younger Youth (14-18)	166
ETA Assigned # 51045	Total Exiters	Adults	3,854
		Dislocated Workers	184
		Older Youth (19-21)	34
		Younger Youth (14-18)	77
Reported Information			
Customer Satisfaction	Program Participants	71.5	79.33
	Employers	71.5	76.45
Entered Employment Rate	Adults	77.0	87.8
	Dislocated Workers	82.0	85.5
	Older Youth	71.0	72.4
Retention Rates	Adults	82.0	75.2
	Dislocated Workers	87.8	94.2
	Older Youth	82.0	67.9
	Younger Youth	57.5	70.6
Average Earnings (Adult/DW)	Adults	\$7,150	\$9,039
	Dislocated Workers	\$12,000	\$14,046
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,000	\$2,666
Credential/Diploma Rate	Adult	63.7	65.3
	Dislocated Worker	63.0	64.8
	Older Youth	39.0	33.3
	Younger Youth	65.5	92.3
Skill Attainment Rate	Younger Youth	85.0	86.7
Placement in Employment or Education	Youth (14-21)	N/A	57.4
Attainment of Degree or Certificate	Youth (14-21)	N/A	57.7
Literacy and Numeracy Gains	Youth (14-21)	N/A	2.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	14

Table O – Local Performance			
Local Area Name Western Virginia (03)	Total Participants Served	Adults	3,666
		Dislocated Workers	263
		Older Youth (19-21)	46
		Younger Youth (14-18)	120
ETA Assigned # 51095	Total Exiters	Adults	3,049
		Dislocated Workers	90
		Older Youth (19-21)	16
		Younger Youth (14-18)	55
Reported Information			
		Negotiated Performance	Actual
Customer Satisfaction	Program Participants	72.0	81.84
	Employers	73.5	72.34
Entered Employment Rate	Adults	74.0	80.8
	Dislocated Workers	77.0	90.3
	Older Youth	73.0	78.6
Retention Rates	Adults	80.0	83.1
	Dislocated Workers	85.0	94.4
	Older Youth	82.5	93.8
	Younger Youth	55.0	58.3
Average Earnings (Adult/DW)	Adults	\$7,400	\$8,294
	Dislocated Workers	\$12,100	\$13,259
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,400	\$3,060
Credential/Diploma Rate	Adult	52.0	79.5
	Dislocated Worker	52.0	70.4
	Older Youth	35.0	81.3
	Younger Youth	64.0	89.7
Skill Attainment Rate	Younger Youth	85.0	80.0
Placement in Employment or Education	Youth (14-21)	N/A	38.6
Attainment of Degree or Certificate	Youth (14-21)	N/A	67.8
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

Table O – Local Performance			
Local Area Name Shenandoah Valley (04)	Total Participants Served	Adults	6,826
		Dislocated Workers	606
		Older Youth (19-21)	18
		Younger Youth (14-18)	151
ETA Assigned # 51120	Total Exiters	Adults	5,848
		Dislocated Workers	153
		Older Youth (19-21)	5
		Younger Youth (14-18)	48
Reported Information			
Customer Satisfaction	Program Participants	70.0	80.37
	Employers	68.0	75.00
Entered Employment Rate	Adults	70.0	83.3
	Dislocated Workers	75.0	93.1
	Older Youth	60.0	80.0
Retention Rates	Adults	80.0	93.9
	Dislocated Workers	84.0	95.5
	Older Youth	65.0	83.3
	Younger Youth	56.0	50.0
Average Earnings (Adult/DW)	Adults	\$3,425	\$11,512
	Dislocated Workers	\$4,250	\$13,254
Six Months Earnings Increase (Older Youth)	Older Youth	\$1,000	\$2,159
Credential/Diploma Rate	Adult	52.0	60.9
	Dislocated Worker	52.0	62.2
	Older Youth	52.0	57.1
	Younger Youth	57.0	59.1
Skill Attainment Rate	Younger Youth	74.0	84.2
Placement in Employment or Education	Youth (14-21)	N/A	44.9
Attainment of Degree or Certificate	Youth (14-21)	N/A	21.6
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	16

Table O – Local Performance			
Local Area Name Piedmont Workforce Network (06)	Total Participants Served	Adults	2,695
		Dislocated Workers	146
		Older Youth (19-21)	27
		Younger Youth (14-18)	25
ETA Assigned # 51055	Total Exiters	Adults	2,441
		Dislocated Workers	37
		Older Youth (19-21)	11
		Younger Youth (14-18)	8
Reported Information			
Customer Satisfaction	Program Participants	75.0	62.20
	Employers	75.0	75.20
Entered Employment Rate	Adults	74.0	61.9
	Dislocated Workers	82.0	80.5
	Older Youth	67.0	87.5
Retention Rates	Adults	86.0	76.2
	Dislocated Workers	92.0	90.0
	Older Youth	82.0	100.0
	Younger Youth	67.0	56.3
Average Earnings (Adult/DW)	Adults	\$10,044	\$8,839
	Dislocated Workers	\$14,000	\$12,991
Six Months Earnings Increase (Older Youth)	Older Youth	\$3,200	\$1,413
Credential/Diploma Rate	Adult	55.0	44.0
	Dislocated Worker	50.0	75.0
	Older Youth	55.0	31.3
	Younger Youth	68.0	14.3
Skill Attainment Rate	Younger Youth	74.0	0.0
Placement in Employment or Education	Youth (14-21)	N/A	78.8
Attainment of Degree or Certificate	Youth (14-21)	N/A	33.3
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	6	7

Table O – Local Performance			
Local Area Name Region 2000 (07)	Total Participants Served	Adults	2,927
		Dislocated Workers	148
		Older Youth (19-21)	20
		Younger Youth (14-18)	13
ETA Assigned # 51110	Total Exiters	Adults	2,634
		Dislocated Workers	23
		Older Youth (19-21)	15
		Younger Youth (14-18)	9
Reported Information			
Customer Satisfaction	Program Participants	71.0	71.30
	Employers	71.0	67.70
Entered Employment Rate	Adults	75.0	71.4
	Dislocated Workers	85.0	94.9
	Older Youth	70.0	61.9
Retention Rates	Adults	85.0	86.1
	Dislocated Workers	92.0	96.6
	Older Youth	85.0	100.0
	Younger Youth	56.0	66.7
Average Earnings (Adult/DW)	Adults	\$8,250	\$10,328
	Dislocated Workers	\$12,775	\$11,404
Six Months Earnings Increase (Older Youth)	Older Youth	\$3,000	\$3,214
Credential/Diploma Rate	Adult	64.0	70.3
	Dislocated Worker	68.0	85.0
	Older Youth	32.0	36.4
	Younger Youth	60.0	66.7
Skill Attainment Rate	Younger Youth	77.0	88.9
Placement in Employment or Education	Youth (14-21)	N/A	51.5
Attainment of Degree or Certificate	Youth (14-21)	N/A	50.0
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	13

Table O – Local Performance			
Local Area Name South Central (08)	Total Participants Served	Adults	2,247
		Dislocated Workers	417
		Older Youth (19-21)	26
		Younger Youth (14-18)	96
ETA Assigned # 51115	Total Exiters	Adults	2,005
		Dislocated Workers	212
		Older Youth (19-21)	6
		Younger Youth (14-18)	24
Reported Information			
Customer Satisfaction	Program Participants	69.5	69.91
	Employers	70.0	55.90
Entered Employment Rate	Adults	65.0	74.5
	Dislocated Workers	70.0	80.0
	Older Youth	42.0	50.0
Retention Rates	Adults	78.0	86.3
	Dislocated Workers	87.0	90.1
	Older Youth	78.0	100.0
	Younger Youth	52.0	50.0
Average Earnings (Adult/DW)	Adults	\$7,300	\$10,020
	Dislocated Workers	\$9,150	\$11,254
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,400	\$6,678
Credential/Diploma Rate	Adult	52.5	42.6
	Dislocated Worker	52.5	49.3
	Older Youth	35.0	33.3
	Younger Youth	54.0	36.8
Skill Attainment Rate	Younger Youth	46.5	66.0
Placement in Employment or Education	Youth (14-21)	N/A	47.8
Attainment of Degree or Certificate	Youth (14-21)	N/A	75.0
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

Table O – Local Performance			
Local Area Name Capital Area (09)	Total Participants Served	Adults	8,332
		Dislocated Workers	1,546
		Older Youth (19-21)	98
		Younger Youth (14-18)	412
ETA Assigned # 51015	Total Exiters	Adults	6,875
		Dislocated Workers	188
		Older Youth (19-21)	48
		Younger Youth (14-18)	115
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants	72.5	64.55
	Employers	74.0	77.77
Entered Employment Rate	Adults	75.0	67.3
	Dislocated Workers	75.0	89.6
	Older Youth	65.0	75.0
Retention Rates	Adults	70.0	65.5
	Dislocated Workers	82.0	87.6
	Older Youth	70.0	50.0
	Younger Youth	56.1	76.0
Average Earnings (Adult/DW)	Adults	\$9,314	\$13,890
	Dislocated Workers	\$11,138	\$14,847
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,200	\$2,517
Credential/Diploma Rate	Adult	60.0	61.9
	Dislocated Worker	63.0	58.3
	Older Youth	51.5	40.0
	Younger Youth	53.0	17.6
Skill Attainment Rate	Younger Youth	83.0	37.1
Placement in Employment or Education	Youth (14-21)	N/A	48.9
Attainment of Degree or Certificate	Youth (14-21)	N/A	25.6
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	4	9

Table O – Local Performance			
Local Area Name Northern Virginia (11)	Total Participants Served	Adults	4,040
		Dislocated Workers	306
		Older Youth (19-21)	21
		Younger Youth (14-18)	66
ETA Assigned # 51010	Total Exiters	Adults	3,828
		Dislocated Workers	68
		Older Youth (19-21)	10
		Younger Youth (14-18)	40
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants	72.4	78.83
	Employers	71.5	73.00
Entered Employment Rate	Adults	76.0	77.1
	Dislocated Workers	68.0	84.3
	Older Youth	68.0	62.5
Retention Rates	Adults	75.0	94.4
	Dislocated Workers	79.5	91.2
	Older Youth	61.0	100.0
	Younger Youth	51.0	72.7
Average Earnings (Adult/DW)	Adults	\$5,000	\$15,882
	Dislocated Workers	\$5,550	\$18,961
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,220	\$4667
Credential/Diploma Rate	Adult	47.0	76.5
	Dislocated Worker	62.5	73.7
	Older Youth	43.0	40.0
	Younger Youth	58.0	73.3
Skill Attainment Rate	Younger Youth	77.0	80.3
Placement in Employment or Education	Youth (14-21)	N/A	56.4
Attainment of Degree or Certificate	Youth (14-21)	N/A	40.5
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

Table O – Local Performance			
Local Area Name Alexandria/Arlington (12)	Total Participants Served	Adults	6,817
		Dislocated Workers	45
		Older Youth (19-21)	16
		Younger Youth (14-18)	24
ETA Assigned # 51005	Total Exiters	Adults	5,235
		Dislocated Workers	16
		Older Youth (19-21)	3
		Younger Youth (14-18)	5
Reported Information			
Customer Satisfaction	Program Participants	56.0	72.66
	Employers	54.0	77.82
Entered Employment Rate	Adults	59.0	100.0
	Dislocated Workers	63.0	93.8
	Older Youth	54.0	100.0
Retention Rates	Adults	67.0	66.7
	Dislocated Workers	74.0	72.4
	Older Youth	66.0	100.0
	Younger Youth	45.0	71.4
Average Earnings (Adult/DW)	Adults	\$2,300	\$14,298
	Dislocated Workers	\$160	\$19,588
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,040	\$11
Credential/Diploma Rate	Adult	50.0	83.3
	Dislocated Worker	50.0	91.7
	Older Youth	42.0	100.0
	Younger Youth	46.0	66.7
Skill Attainment Rate	Younger Youth	59.0	90.9
Placement in Employment or Education	Youth (14-21)	N/A	100.0
Attainment of Degree or Certificate	Youth (14-21)	N/A	60.0
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

Table O – Local Performance			
Local Area Name Bay Consortium (13)	Total Participants Served	Adults	5,050
		Dislocated Workers	106
		Older Youth (19-21)	29
		Younger Youth (14-18)	87
ETA Assigned # 51070	Total Exiters	Adults	4,543
		Dislocated Workers	24
		Older Youth (19-21)	17
		Younger Youth (14-18)	27
Reported Information			
Customer Satisfaction	Program Participants	70.0	74.61
	Employers	68.0	78.99
Entered Employment Rate	Adults	75.0	80.4
	Dislocated Workers	80.0	86.4
	Older Youth	71.0	50.0
Retention Rates	Adults	83.0	82.6
	Dislocated Workers	90.0	95.7
	Older Youth	81.0	72.7
	Younger Youth	55.0	80.8
Average Earnings (Adult/DW)	Adults	\$8,875	\$9,632
	Dislocated Workers	\$9,400	\$13,822
Six Months Earnings Increase (Older Youth)	Older Youth	\$1,550	\$4,416
Credential/Diploma Rate	Adult	46.0	64.0
	Dislocated Worker	46.0	62.5
	Older Youth	46.0	42.9
	Younger Youth	56.0	52.9
Skill Attainment Rate	Younger Youth	74.0	73.8
Placement in Employment or Education	Youth (14-21)	N/A	46.9
Attainment of Degree or Certificate	Youth (14-21)	N/A	53.8
Literacy and Numeracy Gains	Youth (14-21)	N/A	4.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	5	11

Table O – Local Performance			
Local Area Name Greater Peninsula (14)	Total Participants Served	Adults	5,305
		Dislocated Workers	220
		Older Youth (19-21)	65
		Younger Youth (14-18)	34
ETA Assigned # 51020	Total Exiters	Adults	4,603
		Dislocated Workers	86
		Older Youth (19-21)	50
		Younger Youth (14-18)	41
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants	60.0	74.08
	Employers	60.0	75.40
Entered Employment Rate	Adults	67.0	68.9
	Dislocated Workers	75.0	81.3
	Older Youth	59.0	57.6
Retention Rates	Adults	64.0	84.5
	Dislocated Workers	74.0	91.7
	Older Youth	70.0	75.0
	Younger Youth	47.0	74.5
Average Earnings (Adult/DW)	Adults	\$7,800	\$10,971
	Dislocated Workers	\$9,800	\$13,437
Six Months Earnings Increase (Older Youth)	Older Youth	\$1,850	\$2,283
Credential/Diploma Rate	Adult	45.0	61.2
	Dislocated Worker	47.0	68.8
	Older Youth	40.0	56.9
	Younger Youth	47.0	66.7
Skill Attainment Rate	Younger Youth	66.0	80.0
Placement in Employment or Education	Youth (14-21)	N/A	53.1
Attainment of Degree or Certificate	Youth (14-21)	N/A	76.7
Literacy and Numeracy Gains	Youth (14-21)	N/A	3.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	16

Table O – Local Performance			
Local Area Name Crater Area (15)	Total Participants Served	Adults	4,917
		Dislocated Workers	150
		Older Youth (19-21)	28
		Younger Youth (14-18)	86
ETA Assigned # 51100	Total Exiters	Adults	4,202
		Dislocated Workers	57
		Older Youth (19-21)	6
		Younger Youth (14-18)	41
Reported Information			
Customer Satisfaction	Program Participants	60.0	70.72
	Employers	62.0	70.91
Entered Employment Rate	Adults	64.0	77.1
	Dislocated Workers	69.0	100.0
	Older Youth	58.0	55.6
Retention Rates	Adults	70.0	90.1
	Dislocated Workers	71.0	82.4
	Older Youth	65.0	71.4
	Younger Youth	50.0	62.9
Average Earnings (Adult/DW)	Adults	\$9,300	\$10,120
	Dislocated Workers	\$11,500	\$15,571
Six Months Earnings Increase (Older Youth)	Older Youth	\$1,795	\$2,942
Credential/Diploma Rate	Adult	40.0	76.5
	Dislocated Worker	50.0	88.9
	Older Youth	35.0	9.1
	Younger Youth	50.0	72.2
Skill Attainment Rate	Younger Youth	65.0	83.8
Placement in Employment or Education	Youth (14-21)	N/A	62.2
Attainment of Degree or Certificate	Youth (14-21)	N/A	41.0
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

Table O – Local Performance			
Local Area Name Hampton Roads (16)	Total Participants Served	Adults	11,474
		Dislocated Workers	226
		Older Youth (19-21)	58
		Younger Youth (14-18)	538
ETA Assigned # 51035	Total Exiters	Adults	9,195
		Dislocated Workers	161
		Older Youth (19-21)	26
		Younger Youth (14-18)	167
Reported Information			
Customer Satisfaction	Program Participants	62.0	74.48
	Employers	62.0	64.90
Entered Employment Rate	Adults	65.0	75.0
	Dislocated Workers	67.0	70.3
	Older Youth	51.0	72.0
Retention Rates	Adults	68.0	81.1
	Dislocated Workers	60.0	89.9
	Older Youth	64.0	69.6
	Younger Youth	50.0	58.5
Average Earnings (Adult/DW)	Adults	\$7,000	\$13,774
	Dislocated Workers	\$11,000	\$18,093
Six Months Earnings Increase (Older Youth)	Older Youth	\$1,650	\$2,101
Credential/Diploma Rate	Adult	55.0	60.3
	Dislocated Worker	46.0	64.3
	Older Youth	46.0	46.7
	Younger Youth	30.0	51.0
Skill Attainment Rate	Younger Youth	63.0	64.4
Placement in Employment or Education	Youth (14-21)	N/A	42.3
Attainment of Degree or Certificate	Youth (14-21)	N/A	21.8
Literacy and Numeracy Gains	Youth (14-21)	N/A	2.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O – Local Performance			
Local Area Name West Piedmont (17)	Total Participants Served	Adults	3,641
		Dislocated Workers	1,597
		Older Youth (19-21)	69
		Younger Youth (14-18)	396
ETA Assigned # 51105	Total Exiters	Adults	3,263
		Dislocated Workers	480
		Older Youth (19-21)	21
		Younger Youth (14-18)	158
Reported Information			
Customer Satisfaction	Program Participants	61.0	71.72
	Employers	59.0	68.84
Entered Employment Rate	Adults	62.5	68.9
	Dislocated Workers	65.0	70.9
	Older Youth	56.0	41.0
Retention Rates	Adults	69.0	85.8
	Dislocated Workers	76.0	89.5
	Older Youth	68.0	77.3
	Younger Youth	47.0	49.3
Average Earnings (Adult/DW)	Adults	\$8,750	\$8,837
	Dislocated Workers	\$9,000	\$10,776
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,300	\$2,365
Credential/Diploma Rate	Adult	38.0	18.6
	Dislocated Worker	38.0	49.8
	Older Youth	27.0	23.4
	Younger Youth	49.5	48.1
Skill Attainment Rate	Younger Youth	61.0	64.4
Placement in Employment or Education	Youth (14-21)	N/A	47.5
Attainment of Degree or Certificate	Youth (14-21)	N/A	48.1
Literacy and Numeracy Gains	Youth (14-21)	N/A	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	13