

RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING WORKFORCE INVESTMENT ACT

Annual Report Program Year 2009



Sandra M. Powell, Director of the RI Department of Labor and Training
Donald L. Carcieri, Governor of the State of Rhode Island



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MESSAGE from STATE WIA LIASON

The report for Program Year 2009 offers a synopsis of our system's challenges and successes in the universal commitment Rhode Island workforce entities share to prepare our labor force with the skills necessary to compete in an ever-changing economy.



Last year Rhode Island entered a workforce crisis with its highest unemployment rate in more than 30 years. While the state continues to struggle with a double-digit unemployment rate, the Workforce Development System has made improvements in meeting the industry demand and existing skill gaps of Rhode Island's labor force; these successes are due in large part to the receipt of the American Recovery and Reinvestment Act funds.

On February 17, 2009, President Obama signed the American Recovery and Reinvestment Act of 2009 (ARRA). As part of this federal economic stimulus package, Rhode Island received Workforce Investment Act (WIA) formula grants to support employment and training programs for adults, dislocated

workers and funding for youth activities. The youth funding was especially important since it included a summer employment opportunity for which we were allowed to raise the program's age limit from 21 to 24 years of age.

The direct funding of the American Recovery and Reinvestment Act to support workforce training along with the collaborative efforts of numerous agencies throughout the state, has provided the workforce system with the resources it needs to effectively develop policies and create programs that benefit Rhode Island job seekers, career changers, incumbent workers and future workers.

I am pleased with the work my staff has done to implement the American Recovery and Reinvestment Act dollars. These funds have allowed our department to serve more clients, increase training opportunities and expand programs. The experience, innovation, commitment and compassion of the frontline staff members in workforce development have made this all possible and I commend them for their service.

On behalf of Governor Donald L. Carcieri, the Governor's Workforce Board Rhode Island, the Rhode

Island Department of Labor and Training, Workforce Solutions of Providence/Cranston, the Workforce Partnership of Greater Rhode Island and the dedicated professionals of our partner agencies, I am pleased to present the Rhode Island Workforce Investment Act (WIA) Title I Annual Report for Program Year 2009.

A handwritten signature in black ink, appearing to read 'Sandra M. Powell'.

Sandra M. Powell
State WIA Liaison
Department of Labor and Training Director

EXECUTIVE SUMMARY

In Program Year 2009, the Governor's Workforce Board Rhode Island, in its capacity as the State Workforce Investment Board, received a total of \$15,632,280 in Workforce Investment Act Formula funding to expand and improve Rhode Island's workforce development system. Additionally, Rhode Island utilized the balance of the American Recovery and Reinvestment Act funding from Program Year 2008 to increase the staff and activities of the State Workforce Investment Office and to provide support to the local workforce investment areas for additional programming and training opportunities through

the *netWORKri* one-stop system. While the Governor's Workforce Board Rhode Island crafts statewide workforce policy, the local workforce investment boards—the Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston—connect directly with their communities to offer relevant training to Rhode Island workers on all levels. As the first stop for many job seekers and job changers, the local *netWORKri* one-stop centers in both workforce investment areas offer WIA recipients comprehensive and compassionate service delivery.

Accomplishments

Program Support

- The American Recovery and Reinvestment Act (ARRA) has provided the workforce development system with the funding to add additional staff to support the *netWORKri* One-Stop Career Centers as well as Workforce Development positions to support programming across WIA and WP/RES program categories.
- Due to the current level of unemployment and the higher number of people seeking training services at the *netWORKri* offices, the state allocated funds to the two local workforce investment boards to ensure that occupational skills training, on-the-job training, and customized training

are available without interruption during Program Year 2009.

- A joint Request for Proposals was developed and issued for Contextualized Learning. The RFP seeks to establish new, innovative models of integrated education and training services for adults not easily served through the Workforce Investment Act (WIA) Individual Training Account voucher system. The funding period for the RFP is May 2010 through Jun 30, 2011.

Guidance

- State Workforce Investment Office (SWIO) issued guidance (WIN 08-16, Change 1) relative to ensuring that local workforce investment areas develop local guidance for the equitable dis-

EXECUTIVE SUMMARY CONT.

tribution of WIA Title I Adult and Dislocated Worker Formula and ARRA funds which were required to be expended concurrently.

Youth Strategies

- The Chief of DLT's Youth Services was asked by USDOL to attend and present at the "Recovering America's Youth Summit" held November 17 and 18, 2009 in Chicago. The chief co-presented with the Greater Rhode

Island's Assistant Coordinator for Youth Programs at the summit, which had been organized to share ideas on using Recovery Act funds to develop and strengthen programs and service delivery systems that provide employment opportunities for youth. Rhode Island's youth program is a model for other states that the National Office wanted shared with the greater workforce community.

Rhode Island's Economic Climate

Natural disasters can devastate a community destroying homes, businesses, property, crops and even human lives. Natural disasters also disrupt normal everyday business activities causing lost inventory, sales, productivity, profits and wages for thousands of workers.

In March 2010, Rhode Island was hit with the worst flooding it has seen in 200 years. After three days of record breaking rainfall, homes were evacuated, sewage systems were overwhelmed, bridges and highways were washed out and already struggling business owners were faced with the reality that they may have to close their businesses permanently.

Some of the areas worst hit were business districts, including the area around the Warwick Mall, one of the state's major shopping areas, which lost 1,100 jobs. The hospitality and food services sector was hardest hit, losing 1,800 jobs as numerous restaurants were closed due

to flood damage. The arts, entertainment and recreation sector also lost 1,100 jobs, due in part to delays in seasonal hiring. The manufacturing and construction sectors lost 700 jobs each, with nearly half the losses in manufacturing classified as flood-related. Flooding closed some ambulatory health care facilities, contributing to the loss of 400 jobs in health care and social assistance.

This heavy rain was the latest setback to Rhode Island, which struggled for months with an unemployment rate nearing 13 percent — about three percentage points higher than the national average. President Barack Obama issued an emergency declaration for Rhode Island ordering federal aid for relief and authorizing the Federal Emergency Management Agency to coordinate efforts. Of the five counties in Rhode Island, all were declared, by the president, as a disaster area.

Disaster Unemployment Assistance (DUA) was also provided to

thousands of Rhode Islanders as a direct result of the flood of 2010. Disaster Unemployment Assistance is a federally funded program for those

who have become unemployed due to the flooding and who would otherwise not be eligible for unemployment insurance. Today, local, state

and federal agencies are still working together to provide resources to assist Rhode Islanders as they continue to rebuild their lives.

Discretionary Funds

In Program Year (PY) 2009, Rhode Island utilized its 15 percent statewide dollars to fund the staff and activities of the State Workforce Investment Office and to provide support of the *netWORKri* One-Stop system. Some of the required and allowable statewide activities conducted are summarized below:

- **Eligible Training Provider List**

The State Workforce Investment Office web site continued to host the Eligible Training Provider List. The list is widely disseminated throughout the workforce development system and includes cost and performance information. In addition, whenever changes are made to the list, staff issues an updated spreadsheet to the WIA and one-stop system outlining the changes/updates. Non-traditional training services are available through several programs offered as distance or online learning, allowing participants the option of attending

classes or learning remotely. Mentored learning is also available. Eligible providers of youth services are posted on the state website as well as on the statewide youth web portal.

- **On-the-Job Training**

On-the-job training was relaunched at the end of PY 2008 and has become, in PY 2009, a popular training option for the local workforce boards. All on-the-job training positions are posted on the state website to allow participants to review information regarding the employment/training opportunities.

- **Quality Improvement**

In PY 2009 the State Workforce Investment Office worked to maintain an ongoing atmosphere of quality improvement by using the results of monitoring activities as data for training staff and instituting corrective action. These improvements will continue into PY 2010.

- **Evaluations**

Although no evaluations were started and/or completed in PY 2009, a review is planned for PY 2010. The methodology will include an analysis by staff of the State Workforce Investment Office of the performance data from this annual report to identify trends and/or areas of concern. The results of data element validation will also be considered. Based on findings, training and technical assistance will be developed and delivered to staff of local areas, service providers and vendors in an effort to improve performance. The review will begin upon submission of the annual report with training expected to begin in the second quarter of PY 2010. Since establishing a regular evaluation process is key to continuous improvement of the WIA system, the process will be institutionalized.

EXECUTIVE SUMMARY CONT.

Activities Designed to Enhance Performance

The state is mandated to perform Data Element Validation annually. From a client list generated by federal software, state staff members compare key data elements between the MIS system and the client's physical file. They also verify specific types of documentation in the client's file. Based upon their findings, the federal software then produces a report whereby Workforce Investment Board staff and their vendors can see what areas of data entry, collection, and documentation need improvement. This year, staff from the State Workforce Investment Office asked local WIB staff to not only correct data problems, but to perform more frequent data element monitoring. The state recommended that local Workforce Investment Boards conduct specific training in the Data Element Validation process for current and new staff. This initiative stems from the belief that the quality of service delivery will improve if front-line workers have a clearer understanding of the validation process and its relevance to the WIA system.

For youth activities, the Workforce Partnership of Greater Rhode Island tracks performance through the data contained in the EmployRI

Reporting System. The contractors are required to enter monthly reports and skill attainment forms into the system. Also, real time performance status is updated on a monthly basis when staff meets with service providers. Workforce Solutions of Providence/Cranston staff has been training each youth vendor on EmployRI to ensure prompt and accurate data entry for performance reporting, and holds monthly vendor meetings to discuss all matters including performance.

The *netWORKri* system utilizes additional resources and technology to assess job seeker skills effectively and to make quality referrals to employment and training programs—all in a coordinated effort to meet industry demand as well as to meet performance standards. Samples of the methods of technology used include:

- **CareerScope** is a computer-based assessment tool that measures both aptitude and career interest to help adults begin the career or educational planning process. This tool can be administered in Spanish and has the option to be timed or un-timed. CareerScope is currently utilized in all One-Stop Career Centers.

- **Skills Tutor** is a computer-based remedial education and work readiness software. The remedial education portion includes lessons on math, reading, writing and science. The work readiness lessons include career decision-making, job seeking skills and worker effectiveness skills. This software, located in the Pawtucket and Providence Career Centers, provides customers with the ability to increase their level of educational and skill competency in preparing for training or work.
- **Prove It!** occupational tests come in multiple languages and assess a job seeker's occupational skills. The tests are internet-based, providing access to a wide variety of tests either onsite through all physical One-Stop Career Center locations or remotely through any computer that has internet access.

Common uses include clerical, software, technical, call center, customer service and financial tests. The assessment test can also be utilized during job fairs so that the onsite screening and referral process for employers becomes more accurate and efficient; a detailed test report could even be discussed during a job interview between the job seeker and employer. The occupational tests allow *netWORKri* One-Stop Career Center staff to gauge a job seeker's proficiency in a particular subject matter by basic, intermediate and advanced statistics as well as the type of areas upon which the assessment is focusing. ProveIt! is currently utilized in all *netWORKri* One-Stop Career Centers.

- **Metrix Learning** is an internet-based online courseware system that includes computer, business-related, customer service, health and medical courses. By providing

online courses, One-Stop Career Center staff members now have the flexibility to serve more customers, including those who only need a short-term course to increase their employability skills.

- **The TABE Test** is a test of Adult Basic Education. It tests the math and reading levels of customers who are interested in pursuing training or who need to know their current reading and math grade levels for employment.

GOVERNOR'S WORKFORCE BOARD

Governor's
Workforce
Board

Rhode Island



Today's Vision... Tomorrow's Opportunity.

The Governor's Workforce Board represents the combined forces and resources of two very powerful bodies in their own right—The RI Human Resource Investment Council and the State Workforce Investment Board. By aligning these two workforce policy-making bodies, Rhode Island has been able to create a more strategic impact than either of these boards could have alone, and has also been able to leverage state and federal dollars to realize the greatest impact for Rhode Islanders. Since the Governor's Workforce Board was formed in 2005, more than \$46 million in Job Development Fund dollars and significantly more in Federal Workforce Investment Act money has been invested on behalf of the workforce needs of Rhode Island.

Over the years, the Governor's Workforce Board has invested in Industry Partnerships. These partnerships reside not in the public sector, but in the private sector, where business is happening every day, and where business needs are faced and met every day.

These partnerships have conducted skill gap studies to identify deficits in their workforce. They have identified or, in many cases, designed their own training programs to ameliorate these skill gaps. And now, they are helping to define each of the rungs on their industries' unique career ladders.

Another major strategic decision made by the board is its commitment to Adult Education. The commitment has been realized by the investment of more than \$13 million in less than three years. This sizable investment is intended to raise the skill levels of the adult workforce and lessen any mismatch between workers' abilities and employers' skill requirements.

Rhode Island's Youth Works 411 system, with 13 centers around the state, helps youth ages 14-24 gain work readiness and leadership skills while exploring careers and gaining work experience. Last year, state, federal WIA and Stimulus funds were leveraged to serve an unprecedented 10,000 youth. This could not have happened without the great

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work of the local workforce investment boards, the Department of Labor and Training's Youth Services Unit, numerous dedicated youth service providers and many, many employers willing to provide meaningful work experiences for our youth at their places of business.

The Board also provided funds to established Rhode Island businesses to train their existing employees.

The board believes that training is both a business growth strategy and a worker retention strategy. This significant investment resulted in many current Rhode Island workers participating in training specifically chosen by their employers to be what the business needs to remain competitive.

In PY 2009, Industry Skills Development Initiative enrolled nearly

4,800 incumbent and unemployed workers in short-term industry-specific training. Additionally, more than 2,300 youth benefited from-specific career exploration as a result of ISDI programming and special events.

GOVERNOR'S WORKFORCE BOARD

Governor's Workforce Board RI Members PY2009

Chairman Joseph J. MarcAurele	Chairman, President and CEO, Washington Trust Company
Mario Bueno	Executive Director, Progreso Latino
Robin M. Coia	Marketing Representative, New England Laborers Labor Management Coop Trust
Ray M. Di Pasquale	Acting Comissioner, RI Board of Governors for Hlgher Education; President, Community College of RI
DeborahA. Gist	Comissioner, RI Department of Secondary and Elementary Education
Paul MacDonald	President, Providence Central Federated Council
William C. McGowan	Business Manager, IBEW Local 2323
Brandon Melton	Senior Vice President of Human Resources, Lifespan
Sharon O. Moylan	Executive Director, Options for Working Families
Robert Nangle	President , Meridian Printing
George H. Nee	Secretary-Treasurer, RI AFL-CIO
Sandra M. Powell	Director, RI Department of Labor and Training
Keith M. Stokes	Executive Director, RI Economic Development Corporation
Cathy A. Streker	Vice President Human Resources and Benefits, Textron Inc.
Martin R. Trueb	Senior Vice President and Treasurer, Hasbro
Pheamo R. Witcher	President/Executive Director, The Genesis Center

WORKFORCE PARTNERSHIP OF GREATER



The Greater Rhode Island Workforce Investment Area encompasses 37 of Rhode Island's 39 cities and towns, excluding Providence and Cranston. As a result of its broad-based constituency, the organization is cognizant of workforce development needs that impact all Ocean State employers and workers. The Workforce Partnership of Greater Rhode Island (WPGRI) Board of Directors has consistently maintained a strong, business-led majority membership that has willingly committed both their time and expertise to the mission and vision of the organization. Utilizing an active and focused committee structure, the board has successfully directed its members' commitment and energy toward ensuring the success of both its federal- and state-funded programs.

Workforce development services are accessed directly across the region's urban and rural communities through the *netWORKri* One-Stop Centers. These centers are designed to assist a broad range of customers including employers and job seekers. For PY 2009, the Workforce Partnership of Greater Rhode Island's WIA allocation, along with ARRA dollars, provided the means to offer programs and services to an additional 715 dislocated workers (2,136 in total) and 267 adult job seekers (812 in total). Also, there are now 338 individual training programs on the Eligible Training Provider List from which eligible job

seekers may choose in order to increase their marketable skills. A total of 989 people availed themselves of job skills training opportunities during PY 2009. On-the-job training programs were also reintroduced as another training option for employers in PY 2009, resulting in 33 job seekers gaining employment while upgrading their job skills.

The cornerstone of the Workforce Partnership's federal WIA service delivery is the *netWORKri* One-Stop Career Center System. During PY 2009, the organization's Quality Assurance Committee continued to focus on tracking and improving performance through support of the *netWORKri* One-Stop Centers in the Workforce Partnership's region. This committee ensures that the system strives for and achieves excellence in both service delivery and overall customer satisfaction. The committee collaborates closely with the management of *netWORKri* to monitor customer data and demographic information, assess the quality and effectiveness of the various services, and recommend strategies for continual improvement. In addition, the committee oversees the search for award nominations to recognize successful programs and collaborations, as well as the hard work of *netWORKri* staff. At the Workforce Partnership's PY 2009 annual meeting, the board awarded customer service awards to three *netWORKri* staff who had performed exemplary work during the year.

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Building upon the work of the Governor's Workforce Board of Rhode Island and its Industry Partnerships, the Industry Skills Development Initiative (ISDI) is an innovative approach to adult workforce training in a 21st-century economy. In its third year, ISDI continued to provide a dynamic and responsive vehicle to fulfill statewide objectives by connecting workforce development programs and leveraging federal and state funding streams in a meaningful way so that workers can acquire the skills needed to succeed across industries, and that industries have the human capital resources needed to prosper.

Both local workforce investment Boards—Workforce Partnership of Greater RI and Workforce Solutions of Providence/Cranston—renewed ISDI contracts with Marine Trades/My Turn and RIMTA, Information Technology/Tech Collective, Construction/Building Futures, and Hospitality/RI Hospitality and Tourism Education Foundation. Additional funds from the Governors Workforce Board allowed the two boards to issue a Request for Proposals (RFP) for additional industries. This RFP was issued in June 2009 and awarded two additional contracts: Health Care/Hospital Association of RI and Biosciences/Tech Collective. Contracts began in September/October 2009 (with the exception of Maritime Trades which ended its year two contract in January 2010 and began its year three contract in

February 2010) and are scheduled to conclude in September/October 2010.

During the past year, the Industry Partnerships continued to focus on the four major programmatic components of the ISDI:

- training and development
- sector-based One-Stop Career Center presence
- industry greenhouses
- career awareness strategies

As a result, Marine Trades, Information Technology and Biosciences were able to achieve:

- Over 280 Incumbent and Unemployed workers enrolled into industry related training.
- Over 1,200 youth were exposed to these industries through job shadows, field trips, guest speaker engagements.

- Over 100 industry workshops, training sessions, and recruiting/interviewing sessions took place at the *netWORKri* One-Stop Centers.
- Production began on a career awareness video promoting four of the ISDI industries. Completion of the video is expected in PY2010.

The Workforce Partnership continues to collaborate with the Governor's Workforce Board, the RI Department of Labor and Training, Workforce Solutions of Providence/Cranston, and the RI Department of Elementary and Secondary Education on the development of a statewide Youth Workforce Delivery System. The strategic leveraging of federal WIA dollars with the state Job Development Fund has led to an

The Mission

The mission of the Workforce Partnership of Greater Rhode Island is to provide strategic leadership to meet the current and future human resource needs of Rhode Island's employers and to ensure a well-trained, self-sufficient and adaptable workforce.

The Vision

The Workforce Partnership of Greater Rhode Island will collaborate with business, labor, education leaders and community-based organizations to establish a dynamic, outcome-driven, visible resource providing measurable and comprehensive market-based employment and training services. These services will include the provision of information, technical assistance and life-long training opportunities to customers. Employers will have access to a well-trained, dependable workforce.

GREATER RHODE ISLAND

exponential increase in the number of youth served throughout our system, providing our emerging workforce with the skills and supportive services necessary to succeed in the contemporary labor market. Accessed through one of 13 youth centers throughout the state, the system offers youth ages 14 to 24 assistance with basic work skills, résumé development, work maturity skills and academic remediation. Youth may also register for other programs including adult mentoring, leadership development, work preparation and summer employment opportunities. Each youth participant has his/her own individual timeline, depending on his/her need for supportive services. By focusing on a young person's assets, communicating high expectations, providing opportunities for leadership in safe surroundings, encouraging a young person's perspective, and connecting him/her with caring adults, the Youth Workforce Delivery System is preparing our young people for bright and successful futures in a 21st-century economy.

In spite of a 44 percent reduction in Job Development Fund alloca-

tions from PY 2008 (\$1.7mil in PY 2008 versus \$945K in PY 2009) the Workforce Partnership served over 1,500 Greater Rhode Island youth in Program Year 2009. In addition, about half of the youth served in the past year were categorized as "at-risk," including youth who are pregnant or parenting; in foster care; homeless/runaway; and offenders. Programs funded by the WPGRI are giving these hard-to-reach youth alternative pathways to stability and lifelong success.

In PY 2009, with the infusion of ARRA dollars the Workforce Partnership of Greater Rhode Island was able to provide summer work experiences to over 900 young people, an outstanding achievement that highlights the success of multi-agency collaboration with community-based organizations.

The web site for the Workforce Partnership of Greater Rhode Island, located at www.griworkforce.com, continues to attract new and repeat visitors who are seeking information about the organization; researching funding opportunities and identifying program information; staff contacts and other customer

services. Interested parties are also able to download copies of the various forms and reports used in conjunction with youth programs. The Workforce Partnership of Greater Rhode Island anticipates expanding this convenient feature to other program components in the future.

Ongoing review and evaluation of programs and services, at all levels, will contribute to further successes

and enhanced opportunities for collaboration and efficiencies. As the Workforce Partnership continues to build on its long-established foundation of success, the overall vision of the board and organization has become increasingly diverse, both in direction and resource utilization. The need and ability to quickly respond to existing and emerging industries, economic conditions,

literacy issues, labor shortages, population shifts and overall workforce trends continue to present challenges. However, these challenges create unique opportunities for diversification, teamwork, growth and improvement.

GREATER RHODE ISLAND

Workforce Partnership of Greater RI Board Members PY2009

Chairman Steven H. Kitchin	Vice President, Corporate Education and Training New England Institute of Technology
Vice Chairman Paul Ouellette	Vice President, Community Development and Workforce Training , Northern RI Chamber of Commerce
Treasurer Joseph DiPina	Director, Exeter Job Corp Academy
Secretary Patricia Talin	President, HR Consultants
Evaristo Amaral	President, Amaral Revite Corporation
Deborah Anthes	Director of Adult Education and Career and Technical Education, RI Department of Education
Michael Cassidy	Director of Planning and Development, City of Pawtucket
Vanessa Cooley	Coordinator, Career Technical Education, RI Department of Education
Diane Cook	Acting Administrator, RI Office of Rehabilitative Services
Bob Cooper	Executive Secretary, Governor's Commission on Disabilities
Joseph DeSantis	Chief Executive Officer, Tri-Town Community Action
Alexis Devine	Youth Development Coordinator, Lifespan
Allen P. Durand	Business Manager/Financial Secretary, IBEW LU 99
Cynthia J. Farrell	Director of Human Services, Thundermist Health Center
Raymond Filippone	Assistant Director of Income Support, RI Department Labor and Training
David Francis	Chief, Employment and Training Programs, RI Department Labor and Training
Victoria Galliard-Garrick	Director, Davies Career and Technical High School
Kathleen Grygiel	Supervisor, RI Office of Rehabilitative Services
Paul Harden	Business and Workforce Development Manager, RI Economic Development Corporation
Wendy Kagan	Senior Vice President of Human Resources, BankNewport
Peter Koch	Chief Executive Officer, Koch Eye Associates
Dorothy Mattiello	Vice President of Human Resources, Hope Global
Courtney Murphy	Chief of Human Resources-Training, General Dynamics/Electric Boat
Joseph W. Oakes, Jr.	President, VR Industries, Inc.
Susan O'Donnell	Director of Human Resources, The Hotel Viking
Raymond Pingitore	Director of Members Assistance Program, Teamsters Local 251
Betty Pleacher	President, East Bay Chamber of Commerce
Fred Ricci	Franchise Owner, Today's Office Staffing

Workforce Partnership of Greater RI Board Members PY2009 (cont.)

Nancy Roderick	Human Resource Manager, SEA Corporation
Scott Seaback	President, RI Temps, RI Personnel, Inc.
Robin Smith	Associate Vice President, Center for Workforce Education, Community College of Rhode Island
Phil Stone	Executive Director, U.S. Chamber of Commerce
Andrew T. Tyska	President, Bristol Marine
Darrell Waldron	Executive Director, Rhode Island Indian Council
James White	Coordinator, Employment and Training Programs, RI Department Labor and Training
Steven Wilson	President, Polytop Corporation

WORKFORCE SOLUTIONS OF PROVIDENCE

WORKFORCE
SOLUTIONS
of Providence/Cranston

Workforce Solutions of Providence/Cranston, working in close partnership with government, business, labor, state and local education and community and faith-based organizations, oversees workforce development services for unemployed job seekers, underemployed and emerging workers, and employers of the cities of Providence and Cranston. Based out of the Providence Office of the *netWORKri* One-Stop Career Center, Workforce Solutions of Providence/Cranston is the source for labor market information, hiring incentives and training resources designed to help employers address their workforce needs and to connect dislocated and unemployed individuals to the workforce.

To accomplish these goals, Workforce Solutions of Providence/Cranston received nearly \$10 million of federal and state funds in PY 2009. Nearly 1,600 adults and dislocated workers were served with these funds, as well as an additional 1,673 youth aged 14 to 24.

With the addition of American Recovery and Reinvestment Act (ARRA) funds, Workforce Solutions of Providence/Cranston was able to increase the number of individuals served from 1,149 to the 1,600 in PY 2009. Additionally, more than 700 youth received summer jobs with these funds, a service that would not have been provided without the additional allocation of ARRA funds.

Workforce Solutions of Providence/Cranston trained 542 adults and dislocated workers for high-de-

mand occupations based upon labor market information provided by the RI Department of Labor and Training; this represented 109 percent of the service goal.

The Providence/Cranston Workforce Investment Board has approved the use of on-the-job training (OJT) and customized training, in addition to individual training account vouchers, as training options. In these difficult economic times and with the number of dislocated workers seeking employment and training services, on-the-job training provides the most immediate means to employment for the job seeker in need of new skills; it also provides an economic incentive for training as the participants receive a wage while being trained in a demand occupation.

In PY 2009, 28 Providence *netWORKri* customers received on-the-job training, with an average wage of \$16.85 per hour.

Workforce Solutions of Providence/Cranston continues to partner with state and local economic development to meet the workforce needs of both new and expanding businesses. With a grant provided by the RI General Assembly, Workforce Solutions of Providence/Cranston conducted customer service training customized for the hospitality industry. The Rhode Island Hospitality Association conducted training in the safe service of food and alcohol, and the Providence Skills Center provided customer service training with curriculum supplied by the

National Retail Federation. Program graduates received three certificates that met national industry standards and were well positioned for entry-level jobs in hospitality.

Workforce Solutions of Providence/Cranston continues operations at the Providence Skills Center located in the Providence Place Mall. In partnership with Comprehensive Community Action Program of Cranston and with grants from the Providence/Cranston Workforce Investment Board and the Governor's Workforce Board, 250 participants earned GEDs. An additional 105 enrolled in customer service training and 75 achieved a credential in customer service, based upon standards developed by the National Retail Federation and major retailers.

The Providence Skills Center partnered with CVS to train staff for the newly opened CVS pharmacy call center. Fourteen individuals received a national certification as Pharmacy Technicians and were employed by CVS in the call center. This public-private partnership was designed to meet employer demand while providing area residents with a career opportunity.

A grant from the Governor's Workforce Board to the RI Department of Education and delivered under contract with the Community College of Rhode Island enabled 579 low-skilled one-stop customers to enroll in an instructional program that increased their basic skills to a level that may enable them to meet the entry qualifications for oc-

cupational skills training leading to employment. This \$100,000 grant gives Workforce Solutions the opportunity to address a major challenge in meeting employer workforce demands: low basic skills of the entry-level workforce.

The Industry Skills Development Initiative (ISDI) has enabled the state's two local workforce investment boards to align their training resources and services with the labor market needs of high-growth, high-wage industries identified by the Governor's Workforce Board. With funds allocated by the Governor's Workforce Board, Workforce Solutions managed grants to three of the high/growth high wage industries supported by the state board. Utilizing a skills gap analysis of their industries, our hospitality and tourism, health care and construction industry partnerships have identified labor needs and developed training

for both new workers and currently employed workers. These trainings are specifically designed to meet the demands of the targeted industries and have enabled the workforce development system to align resources and connect with employers with a documented demand. Industry partnerships have also been required to utilize the state's one-stop system so that adults and dislocated workers are connected to employment opportunities. Working in partnership with the RI Department of Labor and Training, this employer-driven initiative will expand upon the work of the Governor's Workforce Board to establish a comprehensive Adult Workforce Development System that will be responsive to the human capital needs of Ocean State employers.

The Mission

The mission of Workforce Solutions of Providence/Cranston is the continuous improvement of the Providence/Cranston workforce investment area's capacity to connect people, employers, jobs, education and service.

The Vision

The vision of Workforce Solutions of Providence/Cranston is to create a rich, vibrant, competitive economy in the Providence/Cranston workforce investment area where people find good jobs, where employers find the skilled workers they need and where all parties find the Providence/Cranston workforce investment area a place in which they want to live, work and invest.

PROVIDENCE / CRANSTON

Workforce Solutions of Providence/Cranston remains committed to developing a public/private partnership that meets the demands of both the employers and residents of the workforce area.

Workforce Solutions of Providence/Cranston Board Members PY2009

Chairman Janet Raymond	Senior Vice President, Greater Providence Chamber of Commerce
Vice Chair Michael Paruta	Associate Vice President, Women & Infants' Hospital
Dr. Guy Alba	Head of Guidance, Providence School Department
Marc Amato	Chief Operating Officer, WALCO
Deborah Anthes	Director, Adult Basic Education RI Department of Education
Victor Barros	Urban Development Manager, RI Economic Development Corporation
Nicole Campbell	Assistant Vice President, Underwriting Blue Cross Blue Shield of RI
Donalda Carlson	Administrator, Center for Children and Family Support, RI Department of Human Services
Michele Cinquegrano	Regional Director, Verizon
Michael Colasante	President, Michelangelo's Restaurant
Vanessa Cooley	Coordinator, Career and Technical Education, RI Department of Education
Frank Corbishley	Executive Director, ProCAP, Inc.
Marshall Dambrosso	President, Legion Bowl and Billiards
Robert Delaney	Executive Director, Institute for Labor and Studies Research
Tom Deller	Director, Department of Planning and Development, City of Providence
Sorrel Devine	Director of Resident Services, Providence Housing Authority
Alexis Devine	Youth Development Coordinator, Lifespan

Workforce Solutions of Providence/Cranston Board Members PY2009 (cont.)

Lawrence DiBoni	Director of Economic Development, City of Cranston
Joseph DiPina	Director, Exeter Job Corps Academy
Monica Dzialo	Workforce Development Supervisor, RI Office of Rehabilitation Services
Raymond Filippone	Assistant Director of Income Support, RI Department of Labor and Training
Hy Goldman	Sales Manager, Greylawn Food, Inc.
Ann Gooding	Director of Administration, Planning and Development, City of Providence
John Jacobson	President, JTI Investments, LLC
Norman King	Administrator, Thielsch Engineering
Mark Kravatz	Director, Sustainable Business Development, Apeiron Institue
Keith Lavimodiere	Assistant Vice President, Washington Trust Co.
Chris Lombardi	Secretary-Treasurer, Laborers Local 226
Jeffery Machado	Chief Executive Officer, Goodwill Industries
Joanne McGunagle	Executive Director, Comprehensive Community Action
Susan Pagnozzi	President, Greater Cranston Chamber of Commerce
Cheryl Perry	Chief Human Resources Officer, Roger Williams Medical Center
Debra Quinn	State Workforce Readiness Director, Society of Human Resource Management
Hector Rivera	Chief, Employment and Training Programs, RI Department of Labor and Training
Melody Rodrigues	Senior Housing Specialist, RI Department of Elderly Affairs
Hillary Salmons	Executive Director, Providence After School Alliance
Gregory J. Schmidt	Manager, Workforce Development Programs, CVS Corporation
Dr. Jeffrey Senese	Vice President for Academic Affairs, Johnson & Wales University
Raymond B. Sepe	President, Electro Standards Laboratory, Inc.
Heather Singleton	Vice President of Operations, RI Hospitality and Tourism Association
Robin Smith	Associate Vice President, Center for Workforce Education, Community College of RI
Peter Stipe	Director, Training and Development, AAA Southern New England
Alison Svenningsen	New England Human Resources Manager, Gilbane Building Co.
Allan Tear	Managing Partner, Aptus Collaborative
Michael Traficante	Director of Governmental Affairs, New England Laborers Union
Darrell Waldron	Executive Director, Rhode Island Indian Council
Norris Waldron	Owner, Waldron Properties
James White	Veteran's Services Coordinator, RI Department of Labor and Training
Robin Zukowski	Director of Human Resources, Renaissance Hotel

WORKFORCE DEVELOPMENT

The Division of Workforce Development serves as the single point of contact for employment, workforce information and education and training services in Rhode Island. The division oversees all of the program operations and services that guide job seekers to suitable employment, and facilitates the connection between employers and qualified workers. Among its key components is the *netWORKri* One-

Stop Career Center System. This system of centers assists workers in all levels of job search: the Adult and Dislocated Worker Unit which helps to reconnect adults to the workplace in a timely manner; the Business Service Unit, which addresses the workforce needs of area employers; and the Youth Workforce Development System, which strategically supports the next generation of Rhode Island workers.

netWORKri

Rhode Island's One-Stop Career Center System, known as *netWORKri*, is the center of the workforce development system. The RI Department of Labor and Training is the operator of the One-Stop Career Center System, where job seekers and employers are matched through quality employment programs and services.

The *netWORKri* system is a partnership of professional labor, training and education organizations. It operates four centers, including two comprehensive centers, one in each of the workforce investment areas. The centers provide access to state-of-the-art technology, resources and programs, as well as professional employment and training staff to help customers make the best possible employment and training choices. Customers with disabilities will find *netWORKri* welcoming

and accessible. Each *netWORKri* Career Center has staff members from the Department of Labor and Training who specialize in employer services. They offer a rich array of services to meet the workforce development needs of Rhode Island employers. Both job seekers and employers can access information and services through a toll-free line, 1-888-616-JOBS, or through the *netWORKri* web site, www.networkri.org.

Funds provided by the American Recovery and Reinvestment Act of 2009 allowed the One-Stop Career Centers to increase their staffing by nine. The added staffing and added funds for training increased our capacity to serve the Adult and Dislocated Worker populations.

The One-Stop Career Center System is supported by a variety of funding streams including Wagner-Peyser, Trade and Globalization Ad-



justment Assistance Act, the Workforce Investment Act and various partner agencies. Wagner-Peyser is the primary funding source, providing universal access to one-stop services for both job seekers and employers.

Job seekers and employers utilized *netWORKri* services and resources in record numbers in PY 2009. Thousands of job seekers accessed workforce development programs and services, including: training, job fairs, résumé assistance and job search workshops, as well as the guidance and counsel of professional employment and training interview-

ers. A part of that customer base included an increase of unemployment insurance claimants who visited the centers seeking assistance in filing initial unemployment insurance claims and extended unemployment insurance benefits.

In May 2009, the One-Stop Career Center System implemented a new case management and reporting Management Information System (MIS) known as EmployRI. EmployRI is an internet-based system that contains information about job seekers, employers, job orders and training providers. This system has greatly improved *netWORKri*'s

ability to assist with job matching for self-service job seekers and employers in addition to staff-enabled matching. By using the self-service functionality, job seekers and employers are able to register and post a résumé or a job order into the system. EmployRI can be found on the internet at www.employri.org.

In an effort to maximize customer service to our customers, an ongoing training program has been implemented. Staff in the One-Stop Career Centers and supporting staff have been and will continue to participate in monthly training programs.

Adult and Dislocated Worker Unit

The Adult and Dislocated Worker Unit administers a broad range of federally-funded programs that assist workers experiencing permanent job loss due to layoffs, company downsizing or plant closings. These federally-funded programs include: Trade and Globalization Adjustment Assistance Act of 2009 (formerly called the Trade Adjustment Assistance Act), Workforce Investment Act (WIA) and National Emergency Grants (NEG).

The Adult and Dislocated Worker Unit also coordinates with the Business Service Unit to provide state-wide Rapid Response services for trade-impacted companies experiencing permanent layoffs. Finally, the unit provides administrative oversight for adult and dislocated

worker services under WIA in various *netWORKri* One-Stop Career Centers throughout the state.

The Trade Adjustment Assistance Act, established in 1974, is a federal program that assists trade-affected workers who have lost their jobs due to increased imports or shifts in production out of the United States. This act has been amended several times in the past 36 years. Under President Obama's American Reinvestment and Recovery Act (ARRA), the Trade program was reauthorized in February 2009, and is now called the Trade and Globalization Adjustment Assistance Act of 2009. Trade petitions filed on or after May 18, 2009 are subject to the changes under this new act. Major changes under the Trade and Globalization

Adjustment Assistance Act have expanded coverage to workers and firms to include the service industries and public agencies. The reauthorization also provides increases to the number of weeks available for Trade Readjustment Allowances (TRA), extended deadlines for training requests, additional allowances for job search and relocation and increased coverage for the Health Coverage Tax Credit.

The TAA program provides an array of reemployment and retraining services including:

- job search allowances when suitable employment is not available in the worker's normal commuting area;
- relocation allowances when the

WORKFORCE DEVELOPMENT CONT.

workers obtain permanent employment outside the commuting area;

- access to training opportunities to improve the workers' skill sets and increase marketability in the job market;
- extended income support for workers participating in full-time training.

During PY 2008, nine Rhode Island companies applied for and received TAA certification. Thus far this program year, 23 Rhode Island companies have been certified, an increase of 155 percent.

As a result of the number of Trade individuals utilizing TAA services and the diverse training opportunities available, most of the allocation for this year has been obligated. Trade recently applied for and will be receiving Reserve Funds of approximately two million dollars to cover the needs of TAA eligible individuals through the end of this fiscal year.

In an effort to maximize services and benefits, TAA participants are

often co-enrolled with WIA to provide Core and Intensive services. The Alternative Trade Adjustment Assistance (ATAA) program, implemented in 2002 as a pilot program, was one of the programs impacted by the Trade and Globalization Adjustment Assistance Act. The program provides incentives to Trade eligible individuals 50 years or older who are seeking alternatives to standard training programs by providing a wage subsidy. The program is now called Reemployment Trade Adjustment Assistance or RTAA. Through this program, a Trade-eligible claimant who returns to work may qualify for 50 percent of the difference between new employment wages and previous wages. The application deadline for employment was eliminated and the maximum benefit was raised from \$10,000 to \$12,000 as well as an increase in wage earning limit from \$50,000 to \$55,000. In 2009, 11 individuals supplemented their income with ATAA and four with RTAA.

Trade Program PY 2009

Total Participants	1,067
Participants Who Received Training	638
Funds Expended	\$4,127,145

Business Service Unit

Under the leadership of the RI Department of Labor and Training, the Business Service Representatives serve as liaisons to the Rhode Island and nearby Massachusetts and Connecticut business communities. Working collaboratively with a variety of business and industry resources, the business service representatives assist with developing recruitment strategies, hiring events, job openings and workforce development initiatives, including grant opportunities and state and federal tax credits. Utilizing technology and an extensive network of employment and training providers, educational resources and community resources, the business service representatives meet the challenge of connecting job vacancies with qualified applicants by identifying the best resources that lead to successful employment or incumbent worker upgrades.

The Business Service Unit maintains an active presence at each of the *netWORKri* One-Stop Career Centers as well as through business organizations and associations where business leaders and hiring representatives congregate. Business service representatives also retain member-

ships in 10 chambers of commerce in all communities within the state and have attended several statewide business expos and career fairs.

During PY 2009, the Business Service Unit organized 78 recruitment and job fair events at *netWORKri* centers and off-site locations. These addressed a full range of hiring needs for various businesses of all sizes, including retail, manufacturing, health care and hospitality.

The Business Service Unit offers services to companies at various stages of the business cycle, including economic downturns, reductions in workforce or company closures. In PY2009, the Business Service Unit assumed the duties of Rapid Response for the Adult and Dislocated Worker Unit. Since that time, Business Service Representatives assigned to Rapid Response have conducted management meetings, scheduled on- or off-site informational sessions for affected employees and have hosted customized job search, interviewing and résumé workshops. Targeted job fairs were also organized to pair highly trained dislocated workers with closely aligned job opportunities.

The Business Service Unit has expanded its knowledge of industry-specific workforce development needs by working in alignment with the Governor's Workforce Board Rhode Island's Industry Partnerships. The Business Service Representatives continue to identify human resource challenges and skills gaps as well as offer strategies and solutions to improve the quality and skills of the Rhode Island workforce.

The Jobs Network, 1-888-616-JOBS (5627), has remained a valued resource for both job seekers and the business community. Business service representatives provide customer service support through telephone and e-mail contact, offering expert advice in regulatory compliance and workforce development options. In PY2009, over 3,400 calls and contacts were made to the business community, resulting in 1,660 jobs orders entered into the Employ-RI system.

More information on business services may be found at www.dlt.ri.gov.esu or by calling 1-888-616-JOBS (5627).

Youth Initiatives

Through increased funds and leveraged dollars (which include WIA, Recovery Act, Job Development Fund and Shared Youth Vision funding), Rhode Island served over 10,000 youth in PY 2009, of which 35 percent were considered the neediest or hardest to serve youth. In order to provide efficient and effective services for all youth seeking to participate in the youth workforce delivery system, Rhode Island supported 13 Youth Centers with connections to more than 77 youth vendors and 89 funded programs.

This was possible through continued partnerships and linkages to other youth-serving organizations that have leveraged Rhode Island's public investments with their resources. Rhode Island has built a strong, statewide infrastructure for the delivery of services to "all youth" seeking workforce development services. It is this infrastructure which positioned Rhode Island to successfully implement the 2009 ARRA Summer Employment Op-

portunities for Youth Program. The \$4 million investment provided a summer work experience to 1,573 at risk youth.

While the expanded service delivery model has allowed for a significant increase in the number of youth served, Rhode Island is also mindful that quality services are of equal importance; therefore, during PY 2009, Rhode Island focused on building capacity, increasing the quality of programs and building a skilled workforce to ensure both efficient and effective outcomes. To do this Rhode Island built a continuum of services that allow youth with varying skills and abilities to enter the system, access training and increase their skills to their highest potential so they may successfully enter the labor market as a skilled worker.

Rhode Island continued to invest in workforce development services for youth during PY 2009 with over \$16 million in contract awards, leveraged dollars and in-kind services.

Youth Centers

1a. Pawtucket *netWORK*kri Career Center
175 Main Street, Pawtucket

1b. Woodlawn Community Center
210 West Avenue, Pawtucket

2. Family Resources
55 Main Street, Woonsocket

3. South County Community Action
1935 Kingstown Road, Wakefield

4. South County Community Action
4350 South County Trail, Charlestown

5. South County Community Action
34 Pond Street, Westerly

6. Tri-Town Community Action
1126 Hartford Avenue, Johnston

7. Providence *netWORK*kri Career Center
One Reservoir Avenue, Providence

8. Comprehensive Community Action
3027 West Shore Road, Warwick

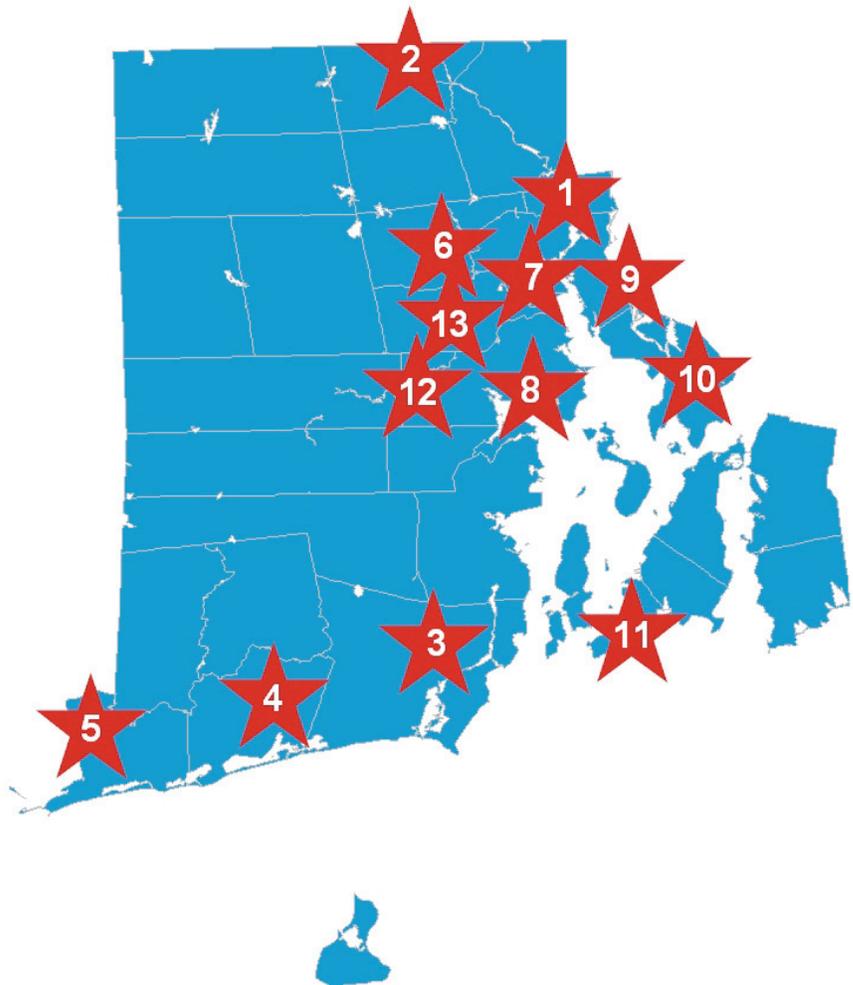
9. East Providence Boys and Girls Club
115 Williams Avenue, East Providence

10. Mount Hope High School
199 Chestnut Street, Bristol

11. Newport Boys and Girls Club
95 Church Street, Newport

12. Comprehensive Community Action
222 Washington Street, West Warwick

13. Cranston Youth Center
656 Park Avenue, Cranston



WIA SYSTEM REVIEW AND EVALUATION

State Workforce Investment Office

The Workforce Investment Act (WIA) stresses the importance of accountability from state and local entities managing the workforce investment system. In Rhode Island, the RI State Workforce Investment office is responsible for assuring this accountability through policy issuance, oversight and monitoring.

The state currently provides oversight of WIA in compliance with the Uniform Administrative Requirements (UAR) as well as 20 CFR 667.410(b)(2). In order to meet the UAR requirements, monitoring of sub-recipients who are awarded federal funds takes place at least once annually to provide reasonable assurances that the sub-recipients administer federal awards in compliance with laws, regulations and the provisions of contract or grant agreements, and further, that performance goals are achieved. This monitoring process includes: reviewing financial and performance reports submitted by the sub-recipient(s), on-site visits to review financial and programmatic records and observe operations, and the issuance of annual monitoring reports to the local Workforce Investment Areas after review of all relevant documentation is complete.

Both local workforce investment boards were monitored in PY 2009. The monitoring review focused on internal controls within each organization as well as participant files. Monitoring reports were forwarded

to the local boards and any findings that needed corrective action were addressed and subsequently submitted to the state office. The monitoring review determined that each organization had provided adequate controls for their financial management and their participant case files met the WIA requirements with regard to eligibility verification for adults, youth and dislocated workers.

In addition to the WIA monitoring, state staff members verified and validated performance data prior to federal reporting by checking the accuracy of a sample of computerized records, comparing keyed entries against the original source(s). The purpose of this review was to ensure the accuracy of data reported to U.S. Department of Labor, Employment and Training Administration (USDOL ETA) on WIA participants' program activities and outcomes; to improve program management and monitoring; and to improve program results. Rhode Island is committed to continuous improvement of its information and data system.

On February 17, 2009 the President signed into law the American Recovery and Reinvestment Act (ARRA) of 2009. In regard to the Workforce Investment Act, Rhode Island received a formula allocation of approximately \$15 million. Since the receipt of these funds, there has been an increase in the training provided to dislocated workers, eco-

nomically disadvantaged adults, and youth.

The local areas used the additional ARRA funds to increase substantially the number of customers they serve and to provide access to training for an increased number of adults, dislocated workers and youth. The training services included allowable activities and provided those most impacted by the economic downturn with the skills necessary to advance the workforce in post-recessionary times. The state encouraged the local areas to incorporate

ARRA programmatic priorities into their program design, in addition to encouraging them to use innovative approaches for recruitment and enrollment.

The same scrutiny applied to WIA funding was applied to all ARRA funding. All monitoring policies in place for WIA also applied to ARRA activities. The state increased technical assistance and monitoring activities of the local areas to ensure that they were meeting the goals established for the ARRA funding.

Special emphasis was placed on

the Summer Employment Opportunities for Youth program. With the substantial infusion of ARRA funding, new vendors were funded by the local areas. The state worked closely with the local areas to ensure that the organizations funded had the fiscal and programmatic expertise to operate the program efficiently and effectively. Site visits were made to guarantee that meaningful work experiences were provided and that the sites were safe for the many young people who were employed.

Waiver Process

Rhode Island continues to utilize the waiver authority granted by the Workforce Investment Act (WIA) at Section 189(i)(4) to provide increased flexibility in implementing WIA activities resulting in improved programmatic outcomes. The following waivers were active in PY09 and have been approved by DOLETA for continuation through PY10.

Waiver 1: the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.

Rationale: This waiver addresses the data collection barriers related to meeting training provider requirements and should

increase the number of programs submitted by the community college and other entities that are available to deliver training to Adult and Dislocated Worker participants.

Performance Outcomes: This waiver has maximized customer choice, an integral part of WIA. By providing more options to our participants, they are more likely to be able to select appropriate training programs, leading to higher entered employment and retention rates.

Waiver 2: the required 50 percent employer contribution for customized training at WIA Section 101(8)(C).

Rationale: This waiver allows for a sliding scale reimbursement for the employer match based on company size. The waiver will make the program more attractive to small businesses.

Performance Outcomes: This program has been redesigned; no employers have yet taken advantage of it. Hopefully, this will change as the economy improves and hiring expands. The anticipated performance outcome is an increase in employer participation, an increase in participation rates for job seekers and a greater benefit to employers by having a labor pool with the marketable skills they require.

WIA SYSTEM REVIEW AND EVALUATION

Waiver 3: the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITA) for older and out-of-school youth.

Rationale: This waiver allows the use of ITAs for youth in which assessment has determined that an ITA is the appropriate and best strategy. Being allowed to charge the ITA cost to the youth program, instead of the adult or dislocated worker program, would reduce the dependence on limited adult funds and would contribute to the ability of local workforce investment boards to meet their 30-percent out-of-school expenditure requirements.

Performance Outcomes: This waiver has been utilized by one

of the state's two local workforce boards. It has increased the opportunity for youth to receive credentials. It has resulted in more flexibility in delivering services based on the individual needs of participants as intended under WIA and allowed older youth to pursue their occupational goals without the additional barrier of having to meet adult or dislocated worker eligibility requirements.

Waiver 4: of the State Workforce Investment Board (SWIB) membership requirements at WIA Section 111(b).

Rationale: This waiver allows the Governor to appoint fewer members to the State Workforce Investment Board, while still

maintaining a business majority and the appropriate mix of labor representatives, community based organizations and state agency representation. The board will focus on strategic issues and simply be more effective. It is difficult to meet the necessary quorum for conducting meetings with a larger board. This streamlined membership will conform to state law.

Performance Outcomes: The result of this waiver has been a more active, influential and involved board due to its smaller size.

Waiver 5: of WIA Section 123 that requires that providers of Youth program elements be selected on a competitive basis.

Rationale: This waiver was requested to ensure the availability of all youth program elements despite a limited pool of willing providers. It may also reduce the expense and the administrative burden on the providers.

Performance Outcomes: Due to the success of the Youth Workforce System to leverage state funding to provide some WIA program elements, in addition to the influx of ARRA funding, there has not been a need to utilize this waiver as of yet. However, it is important to maintain the flexibility that it provides for when it may be needed.

WIA SYSTEM REVIEW AND EVALUATION

WIA Financial Statement PY2009

Total Funds All Sources	Available	Expended	Balance Remaining
Total Funds All Sources	\$34,584,350	\$19,954,765	\$14,629,585
Adult Program Funds PY09/FY10	\$2,804,800	\$1,307,250	\$1,497,550
<i>Carry-in Monies</i>	\$2,348,497	\$2,114,515	\$233,982
Dislocated Worker Program Funds PY09/FY10	\$5,054,735	\$3,229,758	\$1,824,977
<i>Carry-in Monies</i>	\$5,061,026	\$3,255,391	\$1,805,635
Youth Program Funds PY09	\$3,338,853	\$2,086,089	\$1,252,764
<i>Carry-in Monies</i>	\$5,312,002	\$4,668,471	\$643,531
Local Administration Funds PY09/FY10	\$1,188,710	\$176,607	\$1,012,103
<i>Carry-in Monies</i>	\$1,743,282	\$971,969	\$771,313
Rapid Response Funds PY09/FY10	\$900,341	\$10,052	\$890,289
<i>Carry-in Monies</i>	\$2,144,379	\$828,749	\$1,315,630
Statewide Activity Funds PY09/FY10	\$2,344,841	\$702,129	\$1,642,712
<i>Carry-in Monies</i>	\$2,342,884	\$603,785	\$1,739,099
Cost-Effectiveness			
Total		\$828	
Adult Programs (per participant)		\$294	
Dislocated Worker Programs (per participant)		\$1,986	
Youth Programs (per participant)		\$3,159	

PY2009 WIA Participant Demographics

Race	Statewide
Asian	185
Black	899
Hawaiian	28
Hispanic	1,014
American Indian/Alaskan Native	103
White	3,582
Sex	Statewide
Male	2,589
Female	3,111
Age	Statewide
Youth (aged 14-18)	801
Youth (aged 19-21)	221
Adults (aged 18-21)	177
Dislocated Workers (aged 18-21)	47
Adults (aged 22-29)	359
Dislocated Workers (aged 22-29)	366
Adults (aged 30-59)	965
Dislocated Workers (aged 30-59)	2,697
Adults (aged 60+)	43
Dislocated Workers (aged 60+)	158

PY2009 Time Periods Reported

Reporting Item	Dates
Total Participants	July 1, 2009 to June 30, 2010
Total Exiters	April 1, 2009 to March 31, 2010
Customer Satisfaction	January 1, 2009 to December 31, 2009
Entered Employment and Credential Rates	October 1, 2008 to September 30, 2009
Retention and Earnings Rates	April 1, 2008 to March 31, 2009
Diploma/Equivalent and Skill Attainment Rates	April 1, 2009 to March 31, 2010

PERFORMANCE CHARTS

All required elements are reported in the required federal format to facilitate state-by-state comparison of data.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level: American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for Survey	Number of Customers Included in the Sample	Response Rate
Participants	79.0%	N/A	N/A	N/A	N/A	N/A
Employers	76.0%	N/A	N/A	N/A	N/A	N/A

During our first year utilizing the EmployRI data management system, there have been a number of 'growing pain' issues. Among them have been difficulties in receiving from Geographic Solutions a suitable and acceptable file for our Customer and Employer Satisfaction Measures contractor to use. As a result, we do not have the related numbers available, at the present time. Once we do have them, we will share the data with the DOL Regional Office, for dissemination to the appropriate entities.

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81.5%	59.4%	260
			438
Employment Retention Rate	80.5%	83.8%	464
			554
Average Earnings Rate	\$10,250	\$10,669	\$4,673,028
			438
Employment and Credential Rate	64.3%	47.1%	129
			274

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	59.6%	59	53.3%	16	36.4%	4	44.4%	20
		99		30		11		45
Employment Retention Rate	69.7%	46	76.2%	32	75.0%	3	84.0%	42
		66		42		4		50
Average Earnings Rate	\$7,172	\$308,414	\$11,626	\$360,413	\$13,974	\$41,922	\$11,449	\$389,261
		43		31		3		34
Employment and Credential Rate	49.1%	27	38.5%	10	22.2%	2	32.0%	8
		55		26		9		25

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	57.2%	131	61.7%	129
		229		209
Employment Retention Rate	86.5%	122	82.8%	342
		141		413
Average Earnings	\$10,223	\$1,185,860	\$10,830	\$3,487,168
		116		322

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	84.1%	62.8%
		516
Employment Retention Rate	88.1%	83.7%
		292
Average Earnings Rate	\$12,716	\$15,512
		\$4,312,367
Employment and Credential Rate	73.0%	51%
		240
		471

PERFORMANCE CHARTS CONT.

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	63.8%	30	100.0%	8	49.3%	71	66.7%	2
		47		8		144		3
Employment Retention Rate	82.6%	19	66.7%	4	83.7%	36	75.0%	3
		23		6		43		4
Average Earnings Rate	\$15,338	\$291,422	\$13,374	\$53,495	\$16,223	\$584,036	\$9,409	\$28,226
		19		4		36		3
Employment and Credential Rate	48.0%	12	28.6%	2	47.9%	35	100.0%	1
		25		7		73		1

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	66.2%	303	58.5%	213
		458		364
Employment Retention Rate	81.9%	149	85.6%	143
		182		167
Average Earnings Rate	\$15,012	\$2,146,658	\$16,042	\$2,165,710
		143		135

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	31.8%	143
			449
Attainment of Degree or Certificate	N/A	32.2%	152
			472
Literacy and Numeracy Gains	N/A	51.6%	94
			182

Table H.2 - Older Youth (aged 19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.6%	62.1%	54
			87
Employment Retention Rate	76.8%	78.0%	32
			41
Average Earnings Rate	\$2,550	\$1,254	\$45,159
			36
Credential Rate	56.4%	37.3%	38
			102

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals with Disabilities	Out-of-School Youth
Entered Employment Rate	50.0%	0.0%	0.0%	52
				84
Employment Retention Rate	85.7%	0.0%	0%	32
				41
Average Earnings Rate	\$2,720	\$0	\$0	\$45,159
				36
Credential Rate	27.3%	0.0%	0.0%	38
				99

Table J - Younger Youth (aged 14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	93.8%	89.1%	672
			754
Youth Diploma or Equivalent Rate	71.7%	56.3%	90
			160
Retention Rate	66.4%	52.9%	63
			119

PERFORMANCE CHARTS CONT.

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate	88.7%	402	138
		453	147
Youth Diploma or Equivalent	50.0%	43	69
		86	108
Retention Rate	47.4%	27	59
		57	109

Table L - Other Reported Information

Reported Information	12-Month Employment Retention Rate	12-Month Earning Increase (Adults and Older Youth) or 12-Month Earning Replacement (Dislocated Workers)	Non-Traditional Employment	Placement in Unsubsidized Employment	Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment	Entry into Unsubsidized Employment Related to Training Received by Those Who Completed Training Services				
Adults	83.2%	481	\$2,291	\$1,250,923	3.8%	10	\$4,564	\$1,136,511	21.4%	28
		578		546		260		249		131
Dislocated Workers	87.0%	314	\$101	\$4,491,899	4.1%	21	\$7,364	\$3,630,227	11.2%	34
		361		\$4,455,493		516		493		303
Older Youths	78.6%	33	\$2,000	\$78,007	5.6%	3	\$1,993	\$93,671		
		42		39		54		47		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	14,755	10,107
Total Adult, Self-Service Only	10,095	7,925
WIA Adult	11,634	8,645
WIA Dislocated Worker	3,266	1,498
Total Youth (14-21)	1,041	612
Younger Youth (14-18)	812	515
Older Youth (19-21)	229	97
Out-of-School Youth	448	212
In-School Youth	593	400

Table N - Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$3,421,765	
Local Dislocated Workers	\$6,485,149	
Local Youth	\$6,754,560	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$838,801	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$942,230	
	Program Activity Description	
Statewide Allowable Activities WIA Section 134(a)(3)	One-Stop Support	\$183,456 (non-add)
	Miscellaneous	\$758,774 (non-add)
	Total Statewide Allowable Activities	\$942,230 (non-add)
Total of All Federal Spending Listed Above	\$18,442,505	

PERFORMANCE CHARTS CONT.

Table O - Local Performance

Local Area Name: Greater Rhode Island	Total Participants Served	Adults	6,829
		Dislocated Workers	2,172
		Older Youth (19-21)	119
		Younger Youth (14-18)	396
ETA Assigned #: 44020	Total Exiters	Adults	5,131
		Dislocated Workers	1,128
		Older Youth (19-21)	47
		Younger Youth (14-18)	213

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0%	N/A
	Employers	76.0%	N/A
Entered Employment Rates	Adults	81.5%	51.8%
	Dislocated Workers	84.1%	57.9%
	Older Youth	73.6%	60.5%
Retention Rates	Adults	80.5%	73.5%
	Dislocated Workers	88.1%	82.0%
	Older Youth	76.8%	74.3%
	Younger Youth	66.4%	49.4%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,250	\$10,013
	Dislocated Workers	\$12,716	\$16,666
	Older Youth	\$2550	\$847
Credential/Diploma Rates	Adults	64.3%	38.2%
	Dislocated Workers	73.0%	43.3%
	Older Youth	56.4%	30.4%
	Younger Youth	71.7%	51.7%
Skill Attainment Rate	Younger Youth	93.8%	98.0%
Placement in Employment or Education	Youth (14-21)	N/A	29.5%
Attainment of Degree or Certificate	Youth (14-21)	N/A	28.1%
Literacy or Numeracy Gains	Youth (14-21)	N/A	53.8%

**Description of Other State Indicators of Performance
(WIA Section 136(d)(1))**

Overall Status of Local Performance	Not Met	Met	Exceeded
	8	5	2

Table O - Local Performance

Local Area Name: Providence/Cranston	Total Participants Served	Adults	4,804
		Dislocated Workers	1,094
		Older Youth (19-21)	110
		Younger Youth (14-18)	416
ETA Assigned #: 44005	Total Exiters	Adults	3,513
		Dislocated Workers	370
		Older Youth (19-21)	50
		Younger Youth (14-18)	302

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0%	N/A
	Employers	76.0%	N/A
Entered Employment Rates	Adults	81.5%	69.5%
	Dislocated Workers	84.1%	76.5%
	Older Youth	73.6%	63.6%
Retention Rates	Adults	80.5%	87.0%
	Dislocated Workers	88.1%	85.4%
	Older Youth	76.8%	100.0%
	Younger Youth	66.4%	62.5%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,250	\$10,848
	Dislocated Workers	\$12,716	\$14,324
	Older Youth	\$2,550	\$3,294
Credential/Diploma Rates	Adults	64.3%	67.5%
	Dislocated Workers	73.0%	77.4%
	Older Youth	56.4%	45.7%
	Younger Youth	71.7%	59.0%
Skill Attainment Rate	Younger Youth	93.8%	84.5%
Placement in Employment or Education	Youth (14-21)	N/A	34.2%
Attainment of Degree or Certificate	Youth (14-21)	N/A	37.0%
Literacy or Numeracy Gains	Youth (14-21)	N/A	50.0%

Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	8	7

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