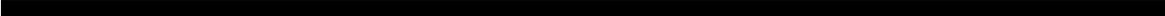


STATE OF VERMONT



**ANNUAL REPORT
WORKFORCE INVESTMENT ACT
TITLE 1-B
Program Year 2009
JULY 1, 2009—JUNE 30, 2010**



SUBMITTED BY:

**VALERIE RICKERT
ACTING COMMISSIONER
VERMONT DEPARTMENT OF LABOR
P.O. Box 488, Montpelier, VT 05601-0488
802-828-4000**



I. Workforce System Accomplishments

The Workers Assistance Center located in Colebrook, NH is a two-state partnership created between the states of Vermont and New Hampshire. The center was established in August 2009 after more than 350 individuals from both states were displaced from the Ethan Allen Furniture facility located in Beecher Falls, Vermont. This region is located in a remote area with few manufacturing job opportunities available to the displaced workers within an 80-mile radius.

The center offers a full array of services to job seekers and employers in the Northeast Kingdom of Vermont and the North Country of New Hampshire. Job seekers can search computerized job listings, research training programs and develop a re-employment plan with a case manager, participate in a workshop, and file their weekly unemployment claims. A Community Resource Fair was organized to provide opportunities for displaced workers to learn about all of the resources available to them in their region.

The Workers Assistance Center has gained positive outcomes as a result of the services offered: 135 individuals have found full time employment, 62 individuals have secured part time employment, 54 individuals have enrolled in College/Training, 86 individuals enrolled in computer classes, 66 individuals enrolled in various job hunting workings, 17 individuals have earned an LNA certification and license, 17 veterans were provided re-employment and case management services, and 15 individuals have been placed in On-the-Job Training contracts. The Center was initially planned to be open for one year, but after discussions regarding the successes and continued need for services in this region, the consensus was to continue operations for an additional year.

Creative Workforce Solutions: Creative Workforce Solutions (CWS) is part of the "Challenges for Change" process at the Agency of Human Services (AHS) which seeks to develop greater efficiencies and streamlined processes with the goal of finding additional capacity within state programs and saving state general fund dollars. This process is expected to provide better coordination of employer outreach, job placement and follow-along services currently provided by AHS and its partners. Participating entities include programs within AHS, VDOL, mental health agencies, parent child centers and the many partners AHS uses to deliver services to this population. The population they serve are those with significant barriers to employment and therefore difficult to place.

Innovative Grants: Vermont applied for and received a \$4 million Labor Market Information Improvement grant on behalf of all the New England states, New York, New Jersey, and Georgetown University. The research grant will eventually result in the development of a methodology to accurately project real-time jobs that will be available over the next 6 to 12 months. Although the to-be-developed methodology will be adaptable to any emerging occupational sector, the grant's activities are initially focusing on green-related jobs and industries. Additional partners include Direct Employers, NASWA, O*Net, the New England council on Clean Energy, and the Northeast Energy Efficiency Partnership.

Youth Vision: The U.S. Department of Labor in partnership with multiple federal agencies including Education, Justice, and Health & Human Services has encouraged states to develop a multi-agency youth vision strategy especially for youth in transition. Of special focus are youth facing serious barriers including out-of-school youth, homeless and runaway youth, high school dropouts, youth with disabilities, native American youth, migrant youth, court involved youth or those at-risk of involvement, children of incarcerated parents and youth in foster care or those aging out of foster care. The Vermont Department of Labor (VDOL) is working with its sister departments and agencies as part of the Youth In Transition Team (YIT) to develop a statewide youth vision.

Two grants have facilitated the development of a Vermont Youth Vision. One is a \$9 million grant, over 6 years to develop a system of care for emotionally disturbed youth. Vermont's Department of Mental Health received the grant, but VDOL is an active partner, both at the state and local levels.

Another, although much smaller, is a mentoring grant which VDOL helped Youth Services in Brattleboro receive and become a pilot site for the Institute for Educational Leadership. The grant provides mentoring services to youth with disabilities who have had, or are at risk of having, a run-in with the law. Essentially, the youth vision will involve strategies to collaborate and articulate services provided to youth.

Summer Employment Opportunities: Using both ARRA and formula funds, VDOL issued two competitive requests for proposals (RFPs) for programs that would provide paid employment experiences for WIA-eligible youth during the summer of 09. Both in and out of school youth were served. All youth are connected with year-round services and, once their summer work experience ended, they were transferred to VDOL youth specialists for continued case management and WIA services. Additional youth were served during this period by VDOL's youth specialists

Summer Employment Opportunity (SEO) grants were awarded to five youth-serving organizations to begin providing SEO services April 1, 2010 to approximately 110 in- and out-of-school youth. Approximately 665 youth are currently enrolled in an activity or program element of WIA. Many will complete in late July, August, and all SEO will end September 30th, 2010, however, many will continue working with the VDOL youth case managers, as appropriate for year round services.

Northlands Job Corps Task Force: The Northlands Job Corps (NJC) task force consists of members from the Department of Education, Department of Children and Families, Vocational Rehabilitation, the Department of Labor, the Department of Corrections, and the Agency of Human Services.

For the past several months, the task force has been focusing on increasing the participation of Vermont youth. Job Corps provides a real opportunity for appropriate youth to gain skills and certifications in a number of relevant trades which can lead to higher paying jobs and careers. The strategy we are currently pursuing is to increase the number of non-residential (day) students.

Job Corps has agreed to run a daily van along the Rt. 7 corridor to pick up and return participants who only want to participate as day students. The State Task Force has asked Job Corps to take publicize this service in communities in Chittenden, Addison, and Rutland Counties.

The next step is to have brief presentations at some of the schools in order to engage school staff by demonstrating that this is a viable option for some of their students. The expectation is that this outreach will begin mid-October-November. In the spring, Job Corps will present information directly to Juniors and Seniors at the same schools. In addition, they will provide presentations for youth who are no longer in school (either graduated or dropped out) in each of the previously mentioned three counties.

The task force will continue to work with NJC and will monitor the success of this initiative.

Health Care Workforce Development Partnership: The shortage of health care workers continues to be a critical challenge for a wide range of health care providers. This Workforce Development Council Committee has continued to quantify these shortages while identifying training needs/venues and resources and creating ways to feed the pipeline. Efforts related to attracting new workers into health care professional areas included presentations in schools on various health care opportunities and the provision of transition counseling to the mature health care worker. The Governor has declared October as Health Care Career Awareness Month and this has been followed by monthly presentations in high

schools and middle schools. The committee also served as a way of sharing promising practices for recruitment, retention and re-training strategies.

Career Readiness Certificate Training: VDOL has partnered with the Community College of Vermont (CCV) to deliver a training program for work/career readiness, which includes general “soft skills” as well as entry level skills in applied mathematics, literacy and basic computer proficiency. As a result, CCV created a curriculum of six modules that combines the WorkKeys job skill assessment system with customized modules developed by CCV. The final product is the CCV Career Readiness Certificate Training that consists of six modules: Applied Mathematics, Reading for Information, Locating Information, Teamwork & Interpersonal Skills, Work Ethics & Life Skills, and Basic Computer Skills.

Over 290 people have participated. In addition, a shortened version of the CRC program is being piloted by a local business as a pre-interview, pre-hiring assessment tool. Over time, we expect that the Career Readiness Certificate will become well-respected by employers, be regarded as validation of an individual's work readiness and give unemployed individuals a competitive edge in securing employment.

Workforce Education and Training Fund: The Workforce Education and Training Fund (WETF) supports occupational training to enhance the quality of the Vermont workforce, and increase the number of highly skilled workers. The WETF is funded exclusively with an appropriation from the state general fund, and awards grants to employers and training providers in partnership with employers. VDOL establishes criteria for eligibility and awards grants on a continuous basis. During the program year ending June 30, 2010, thirty six (36) projects were funded for a total of \$1,029,085.

Training was funded in several sectors including Manufacturing, Health Care, Information Technology, Construction, Hospitality/Tourism, Services, Agriculture and Financial. More than 1800 workers benefited directly from WETF training that was funded during this program year. As in past years, for several of the WETF projects, VDOL partnered with other training resources including WIA and the Vermont Training Program, to maximize efficient use of state resources.

Other Next Generation Training Initiatives for 2009: In addition to the WETF training described above, the legislature appropriated funding for FY 2010; Internship programs AT approximately \$350,000, with \$247,177 awarded to secondary programs, and \$102,813 to post-secondary programs. Neither Career Exploration nor Alternative and Intensive Education were funded in FY 2010. Funds for Adult Technical Education equaled \$410,500, which previously had been funded under Next Generation Training.

Approximately 339 high school and 229 college students were planned to be served through Internships with over 300 employers. Funds for Adult Technical Education supported evening and late daytime classes for adults in Vermont's 16 Technical Education Centers and Comprehensive High Schools.

Vermont Apprenticeship Program: The Vermont Department of Labor administers all registered apprenticeship programs in the state. VDOL is responsible for registering, monitoring and completing apprentices; tracking all performance data such as grades, wages, and hours; arranging classroom instruction; ensuring compliance with Affirmative Action requirements; and developing new apprenticeship programs.

The apprenticeship program has not escaped the impact of the current recession, particularly in the plumbing and electrical programs. Some sponsors have gone out of business altogether, while others have experienced their first layoffs.

However, this year VDOL still served nearly 300 employer sponsors. In total, there were over 700 registered apprentices in more than 20 occupations. New programs were developed in response to employer needs and always with strong employer involvement in training content. In FY 2010, a new program was developed for Licensed Nursing Assistants. Another program, for Water and Heating System Specialists, was developed in concert with the VT Plumbers' Examining Board. It was approved by the Vermont State Apprenticeship Council (SAC) at its February 2010 meeting and the first apprentices were registered in July.

The SAC also approved a program for Weatherization Installer at its May 2010 meeting. Green technology practices are continually being incorporated into the related instruction curricula for both union and non-union programs in the plumbing and electrical trades. There were 219 individuals who completed apprenticeship, received certificates, and were employed full-time at the time of completion. Certificates were issued to apprentices in 13 different occupations.

In June 2010, the VDOL of Labor received a US DOL grant to enable Vermont to participate in a Regional Action Clinic (RAC) in Boston. The purpose of the RAC is to further apprenticeship in Vermont through collaboration with a team of partners. There will be 16 team members representing many different partner agencies at the RAC. The RAC will be held at the end of September 2010.

II. Cost Benefit and Evaluations

A. Cost Benefit Analysis

Vermont is a single workforce investment area state and all 85% monies are allocated to the local area. Each Resource Center is given an annual allocation, which is used in accordance with customers' identified needs rather than through a pre-selected mix of activities.

In Program Year 2009, the number of total individuals served increased by forty-five per cent over Program Year 2008 while overall expenditures increased by 81%. The number of adults and youth served increased dramatically while the number of dislocate workers served held steady. The cost per individual served decreased for adult but increased significantly for youth and dislocated workers. We believe the youth increase results from the large number of participants in summer employment opportunities and work experience. We plan to take a closer look at the dislocated worker increase.

	PY 2008		PY 2009	
	Number Served	Average Cost	Number Served	Average Cost
Adult	355	\$5,977	623	\$4564
Youth	501	\$3,668	802	\$5582
Dislocate d Worker	369	\$3,580	351	\$6691
Total	1225	\$4,345	1776	\$5444

We realize that USDOL is seeking improved methods of reporting programs' cost effectiveness and look forward to the results of your study being posted on ETA's web site.

B. Evaluation of workforce investment activities

We have once again funded an evaluation by the Center for Social Science Research at St. Michael's College in Colchester, Vermont. The evaluation is nearing completion but we do not yet have a final report with summaries and conclusions.

This evaluation will prepare an overall view of Vermont's WIA program from 2001 through 2009 with particular emphasis on the relative effectiveness of specific training activities (e.g. On the Job Training, Occupational Skills Training, Work Experience) and various program delivery strategies; i.e. single service vs. multiple services per individual participant, as measured by earning gains and job stability or retention. Additionally, a comparison of this year's data to prior survey results will be conducted in an effort to identify and understand performance trends over time.

We will forward a copy of the evaluation results to the Boston Regional Office of the U.S. Department of Labor when it is received which we expect will be in October.

C. Waivers

Vermont currently has three waivers in effect.

A waiver of the requirement for competitive procurement of service providers for three youth program elements, work experience, support services and follow-up services.

The youth case managers are responsible for the design framework component including such services as intakes, objective assessments and development of individual service strategies. Allowing them to deliver the work experience, supportive services and follow-up elements is more cost effective and seamless than the alternative of undergoing a competitive process, negotiating and monitoring grants and referring youth participants to various other service providers for these three program elements. The youth participants are the ultimate beneficiaries of this waiver. It allows them to relate to a single case manager for most of their programmatic needs during their enrollment and for the twelve month period following exit.

A waiver of the time limit on the initial period of eligibility for training providers.

This waiver allows for maximization of customer choice when selecting occupational skills training. Requiring training providers to submit annual outcome reports on all students would decimate our eligible training provider list due to the administrative burden involved.

A waiver of the performance measures for older, out-of-school youth who participate in work experience only to allow the use of the work readiness indicator as the only indicator of performance for such youth.

This waiver allowed projects started with Recovery Act summer employment funds to continue from October 1, 2009 through March 31, 2010 under the same terms and conditions for performance measures. This waiver allowed youth to earn more over an extended period of time during a period when employment opportunities were extremely limited without creating additional pressures for achievement of performance measures.

III. PY 2009 TABLES

TABLE A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level- ACSI	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	80%	83%	152	663	226	67.3%
Employers	80%	77%	407	982	525	77.5%

TABLE B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator/ Denominator
Entered Employment Rate	70%	64.2%	N=86 D=134
Employment Retention Rate	85%	80.5%	N=70 D=87
Average Earnings in Six Months	\$11500	\$10617	N=\$74320 3 D=70
Employment & Credential Rate	60%	48.5%	N=66 D=136

TABLE C - Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	72.0%	N=18 D=25	62.5%	N=5 D=8	58.6%	N=17 D=29	53.8%	N=7 D=13
Employment Retention Rate	100.0%	N=18 D=18	71.4%	N=5 D=7	85.7%	N=12 D=14	66.7%	N=2 D=3
Average Earnings in Six Months	\$8769	N=\$157844 D=18	\$11503	N=\$57517 D=5	\$9522	N=\$114262 D=12	\$9630	N=\$19259 D=2
Employment & Credential Rate	56.5%	N=13 D=23	62.5%	N=5 D=8	43.3%	N=13 D=30	46.2%	N=6 D=13

TABLE D - Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	65.2%	N=75 D=115	57.9%	N=11 D=19
Employment Retention Rate	78.5%	N=62 D=79	100.0%	N=8 D=8
Average Earnings in Six Months	\$10940	N=\$678299 D=62	\$8113	N=\$64904 D=8

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

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Entered Employment Rate	80%	68.3%	N=71 D=104
Employment Retention Rate	90%	89.1%	N=90 D=101
Average Earnings in Six Months	\$13000	\$11847	N=\$1066228 D=90
Employment & Credential Rate	60%	50.0%	N=49 D=98

TABLE F - Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	63.2%	N=12 D=19	42.9%	N=6 D=14	51.9%	N=14 D=27	100.0%	N=1 D=1
Employment Retention Rate	84.6%	N=11 D=13	100.0%	N=5 D=5	90.9%	N=20 D=22	0.0%	N=0 D=0
Average Earnings in Six Months	\$11623	N=127859 D=11	\$14593	N=72967 D=5	\$9425	N=\$188499 D=20	\$0	N=0 D=0
Employment & Credential Rate	44.4%	N=8 D=18	40.0%	N=4 D=10	37.5%	N=9 D=24	100.0%	N=1 D=1

TABLE G - Other Outcome Information for the Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	69.1%	N=65 D=94	60.0%	N=6 D=10
Employment Retention Rate	88.2%	N=82 D=93	100.0%	N=8 D=8
Average Earnings in Six Months	\$11437	N=\$937871 D=82	\$16044	N=\$128357 D=8

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

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Placement in Employment or Education	0%	38.6%	N=71 D=184
Attained Degree or Certification	0%	18.5%	N=24 D=130
Literacy or Numeracy Gains	0%	0	N=0 D=37

TABLE H.2 - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Entered Employment	65%	65.4%	N=17

Rate			D=26
Employment Retention Rate	85%	68.4%	N=13 D=19
Earnings Change in Six Months	\$2500	\$1078.0	N=\$20481 D=19
Employment & Credential Rate	50%	31%	N=9 D=29

TABLE I - Outcomes for Older Youth Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	57.1%	N=4 D=7	0.0%	N=0 D=0	53.3%	N=8 D=15	68.4%	N=13 D=19
Employment Retention Rate	60.0%	N=3 D=5	0.0%	N=0 D=0	78.6%	N=11 D=14	58.3%	N=7 D=12
Earnings Change in Six Months	\$-1933	N=\$-9669 D=5	\$0	N=0 D=0	\$1535	N=\$21496 D=14	\$451.8	N=\$5422 D=12
Employment & Credential Rate	14.3%	N=1 D=7	0.0%	N=0 D=0	35.3%	N=6 D=17	22.7%	N=5 D=22

TABLE J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	Numerator/Denominator
Skill Attainment Rate	75%	79.8%	N=301 D=377
Diploma or Equivalent Attainment Rate	50%	50.7%	N=34 D=67
Retention Rate	55%	50.9%	N=29 D=57

TABLE K - Outcomes for Younger Youth Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Individuals With Disabilities		Out-of-School Youth	
	%	N=D	%	N=D	%	N=D
Skill Attainment Rate	68.3%	N=41 D=60	78.0%	N=202 D=259	71.8%	N=79 D=110
Diploma or Equivalent Attainment Rate	30.8%	N=4 D=13	44.4%	N=20 D=45	45.8%	N=22 D=48
Retention Rate	33.3%	N=3 D=9	41.7%	N=15 D=36	62.5%	N=20 D=32

TABLE L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	%	N=D	\$	N=D	%	N=D	\$	N=D	%	N=D
Adults	78.9%	N=56 D=71	\$3233	N=\$229572 D=71	2.3%	N=2 D=86	\$4273	N=367511 D= 86	41.3%	N=31 D=75
Dislocated Workers	89.2%	N=83 D=93	72.2%	N=\$993264 D=\$1375501	2.8%	N=2 D=71	\$7313	N=519240 D=71	61.5%	N=40 D=65
Older Youth	62.5%	N=10 D=16	\$1141	N=\$18248 D=16	17.6%	N=3 D=17	\$2336	N=39710 D=17	0%	N=0 D=0

TABLE M - Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	970	392
Total Adults (Self-Service Only)	62	4
WIA Adults	623	246
WIA Dislocated Workers	351	146
Total Youth (14-21)	802	262
Younger Youth (14-18)	626	203
Older Youth (19-21)	176	59
Out-of-School Youth	374	147
In-School Youth	428	115

TABLE N - Cost of Program Activities

Program Activity		Total Federal Spending	
Local Adults		\$ 2,843,086	
Local Dislocated Workers		\$ 2,348,474	
Local Youth		\$ 4,476,654	
Rapid Response (up to 25%) 134 (a) (2) (A)		\$ 38,085	
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$ 687,460	
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	Administration	\$ 259,547
		Forest & Parks WE	\$ 177,680
Total of All Federal Spending Listed Above		\$10,830,986	