

Annual Report on the Workforce Investment Act

**To the United States Department of Labor**

*Program Year 2005*  
**July 1, 2005 – June 30, 2006**

Submitted October 3, 2006

*Message from the Governor*

The WORKFORCE West Virginia system continued to provide quality employment and training opportunities to the people of West Virginia during Program Year 2005.

Workforce development must continue to serve as a vital partner with education and economic development to ensure the continued growth of West Virginia's economy. The work performed by government agencies, service providers, state and local workforce boards, elected officials, and others within the WORKFORCE West Virginia system is essential for the businesses and citizens of our state.

I commend all those who play a role in the continued growth and improvement of the WORKFORCE West Virginia system. Together we will continue to make the highest quality services available to all West Virginians.

With Warmest Regards,

A handwritten signature in black ink, appearing to read "Joe Manchin III". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Joe Manchin III  
Governor

### *A Word from the Executive Director*

During the past year, considerable effort has been made to broaden the coordination of the workforce development system. An advisory council was initiated by the Governor comprised of a representative of his office, chancellor of the Community and Technical Colleges, director of WORKFORCE West Virginia, assistant superintendent of secondary education and director of economic development.

Using the Interagency Collaborative Team legislation, an effort to expand information exchange, communicate case management efforts, and formulate a program to link the private sector was begun. It is through improvement of communications and coordination of the public sector that the system can be business driven.

The dedicated individuals working within the WORKFORCE West Virginia system continue to assist their fellow West Virginians with achieving their career goals while working with businesses to grow the economy. The successes outlined in this report are not possible without the continued efforts of the WORKFORCE West Virginia system and its employees.

Yours truly,

A handwritten signature in cursive script that reads "Ronald E. Radcliff".

Ronald E. Radcliff  
Executive Director  
WORKFORCE West Virginia

## ***WORKFORCE West Virginia – Continuing to Grow and Change***

Similar to many states, West Virginia continues to see its economy change. Employment opportunities have continued to shift as certain industries decline and others emerge. Unfortunately, these economic shifts have in many instances resulted in worker dislocations. Thus, both individuals looking to enter the workforce for the first time and individuals looking to return to work must acquire the skills needed to take advantage of the available opportunities in the labor market. At the same time, businesses with employment opportunities continue to seek workers with the appropriate skills.

The WORKFORCE West Virginia system continues to make every effort to provide the services needed to furnish appropriately skilled workers for the business community. The delivery of workforce services requires the participation of a complex network of individuals and organizations. Elected officials, state and local workforce boards, partner agencies, service providers, and others all play a role in the delivery of needed services. Unfortunately, many of the necessary services must continue to be provided during a time of decreasing resources. Thus, as evidenced by the activities highlighted in this report, efforts have continued to provide quality services while also addressing the delivery of these services in the most efficient and effective manner.

### ***The WORKFORCE West Virginia System***

The delivery of workforce services involves both state-level and local efforts across West Virginia. The federal Workforce Investment Act of 1998, the key legislation driving the delivery of workforce services, emphasizes a locally driven workforce development system that meshes federal, state, and local resources to respond with a comprehensive and customer-focused system. The centerpiece for the delivery of these services is the statewide network of “One-Stop” service locations, known as WORKFORCE West Virginia Centers. An integrated service delivery system is the core ingredient to the WIA law.

This emphasis on local control is reflected in the state’s reliance on seven local workforce investment regions. These regions, each overseen by a local board appointed by local elected officials, provide locally driven services to individuals and businesses within the framework established by the federal Workforce Investment Act and the State of West Virginia. As implied by their name, WORKFORCE West Virginia Centers, these centers are intended to offer job seekers and employers ready access to the many workforce development resources available in a local region. A brief description of the seven local regions, as well as the WORKFORCE West Virginia Centers, follows.

## **Local Workforce Investment Regions**

Region One: The Region One Workforce Investment Board administers eleven southeastern counties. Primarily rural and mountainous, the region nevertheless has a variety of employment sectors. While traditional employment sectors such as mining continue to be vital to the regional economy, it is also expected that areas of growth in the near future will be in industries relating to services, construction and retail trade.

Region One consists of four comprehensive centers and five satellite centers.

Region Two: The Southwestern West Virginia Workforce Investment Board oversees service delivery in this seven county region. The region is a mix of rural counties, small towns, and more urban settings. Currently, opportunities for growth exist in areas such as mining and other energy related fields, as well as industries ranging from healthcare to construction.

Region Two consists of four comprehensive centers and five satellite centers.

Region Three: The Workforce Investment Board of Kanawha County is responsible for the state's only single county workforce investment region. As the home of the capital city of Charleston, Kanawha County combines government service with private sector employment (including chemical production and service industries) to form the basis of its economy.

Region Three consists of one comprehensive center.

Region Four: Stretching from the western border to the interior of the state, the nine counties comprising the Workforce Investment Board Mid-Ohio Valley are a mix of rural and more metropolitan areas. Future growth is expected in economic sectors such as healthcare, tourism, and services.

Region Four consists of one comprehensive center and one satellite center.

Region Five: Six counties comprise the area overseen by the Northern Panhandle Workforce Investment Board. While traditional industries such as steel production have been experiencing difficult times in this region, growth is expected to occur in services, trade, and tourism.

Region Five consists of two comprehensive centers and one satellite center.

Region Six: The Region Six Workforce Investment Board governs a large area of thirteen counties that features a mix of cities and rural, mountainous terrain. Future growth is expected in sectors such as technology, research, and service-related industries.

Region Six consists of four comprehensive centers.

Region Seven: Eight counties comprise the area served by the Region Seven Workforce Investment Board. While the more populous eastern counties border the metropolitan areas of Washington, DC, the western portions of the region are more rural in nature. This region has economic growth opportunities in sectors as diverse as government employment and food production and processing.

Region Seven consists of one comprehensive center and one satellite center.

## **The WORKFORCE West Virginia Centers**

Based on the vision set forth by the Workforce Investment Act, West Virginia has established a network of “One-Stop” service centers to provide access to the array of services necessary in the field of workforce investment. Branded the WORKFORCE West Virginia Centers, these locations provide access to services by means of a combination of partners physically located within the center and services accessible via electronic linkages.

The Workforce Investment Act requires each local workforce region to have one comprehensive “One-Stop” facility. WIA challenges states and local regions of West Virginia to develop workforce development services that appeal to a broad cross-section of Americans by partnering, collaborating and assembling the many different pieces into a coherent whole that will provide high quality, customer-focused services. While each local region has one or more comprehensive WORKFORCE West Virginia Centers numerous affiliate and satellite sites have been established that provide access to services on a more limited basis.

West Virginia continues to place emphasis on continuous improvement of the WORKFORCE West Virginia Centers across the state. As part of this effort, the West Virginia Workforce Investment Council produces a comprehensive “State of the One-Stop System” report annually. This report includes information ranging from center locations to the financial contributions of partner agencies within the system. Reports are available at [www.vvwwic.org](http://www.vvwwic.org).

## **WORKFORCE West Virginia – The State Level**

Numerous state-level individuals and organizations are a part of the delivery of workforce services across West Virginia. The Governor, with the advice and assistance of the West Virginia Workforce Investment Council, works with the Legislature and various administrative agencies to shape a comprehensive workforce development system. These entities work to continue the growth and improvement of workforce development services in West Virginia.

At the forefront of state-level workforce development is the newly created WORKFORCE West Virginia division within the Bureau of Commerce. In January, 2005, analysis began regarding the unification of two separate state entities, the Bureau of Employment Programs and the Governor’s Workforce Investment Division. The resulting merger of these operations into the single WORKFORCE West Virginia entity within the Bureau of Commerce serves to unite a number of functions vital to workforce investment activities within the state, including administration of the Workforce Investment Act, Wagner-Peyser Act programs, Veterans employment initiatives, Trade Adjustment Assistance programs, and the state’s Unemployment Compensation program. Thus, WORKFORCE West Virginia is positioned to serve as the lead state agency for workforce investment matters in the state.

## ***Milestones and Achievements of the Program Year***

While this report is provided under the requirements of the Workforce Investment Act, many of the highlights and achievements are due not only to the programs operated under this legislation

but to the efforts put forth by the entire WORKFORCE West Virginia system. The continued growth and success of a comprehensive workforce delivery system such as WORKFORCE West Virginia requires the work of dedicated individuals from the state level to the front-line staff found at the WORKFORCE West Virginia Centers across the state.

### **Enhanced Service to Business**

The WORKFORCE West Virginia system continues to refine its delivery of business services by focusing on the employer. The message delivered to businesses is that the system is driven by their input. West Virginia has seven (7) workforce regions and each region has its own local Business Services Team. The utilization of regional Business Services Teams encourages collaboration and integration among public entities providing services to employers in order to reduce duplication and enhance business services. Communication is essential in this process. Through innovation and integration WORKFORCE West Virginia will launch a concerted effort to facilitate productive partnerships with the Interagency Collaborative Team members that reflect the business needs and requirements. This partnership will streamline Workforce Development funds that are spread throughout numerous agencies through the One-Stop Career Centers. By streamlining Workforce Development funds the One-Stop Career Centers will become the broker of services that links businesses with job seekers. In order to ensure all partners are aware of all business services activities being provided, a single-management information system (MACC) is used by all partners conducting those services. By using the MACC, partners can obtain real-time information regarding targeted businesses and the services that have or have not been provided to those targeted businesses. Finally, to ensure business needs are being met, needs assessment and coordination of services with partners through integration, will be the key to success.

### **The Interagency Collaborative Team (ICT)**

The ICT, codified by the West Virginia Legislature, is comprised of representatives from numerous state-level entities that provide services as part of the WORKFORCE West Virginia system. The ICT is chaired by the Executive Director of WORKFORCE West Virginia and includes representatives from organizations such as the following: Bureau of Senior Services, Council for Community and Technical College Education, Department of Education and the Arts, Department of Health and Human Resources, and Department of Military Affairs and Public Safety.

Monthly meetings of the ICT allow leaders from various agencies and programs to discuss issues that impact all aspects of the workforce development system. During the previous program year, this group was able to achieve a number of important goals. Highlights include:

Entering into its annual comprehensive state-level Memorandum of Understanding regarding the delivery of workforce services

Entering into a five-year planning compact to develop common goals and objectives for the advancement of workforce development in West Virginia

Continuing to work on topics such as assessment, which resulted in the adoption of Work Keys and TABE products as the testing tools of choice. Reacting to recommendations of the Vision

Shared work group on Worker Training and Credentialing to align with existing nationally recognized, industry-based skill standards and certifications.

West Virginia has developed a strategy for economic success through a Vision Shared work group. It's a blueprint for the state's leaders to follow in building a stronger economy. The West Virginia Council for Community and Economic Development, the private-sector group that oversees the work of the West Virginia Development Office, leads the efforts set forth in the plan.

With contributions from a cross-section of West Virginians, the council focuses its work – legislatively and financially – on the following four issue areas:

- Intellectual Infrastructure in the 21st Century. Focuses on worker training, education and R&D.
- New Economy: New Challenges and New Solutions. Focuses on diversifying the economy, capital formation and entrepreneurship.
- Results-Based Government: Planning for the Future. Focuses on government reform, infrastructure and health.
- Building Bridges and Empowering Citizens. Focuses on regional cooperation and image improvement.
- Leadership within the four issue areas develops policy and makes recommendations for achieving stated goals. Benchmarks and performance measures keep the groups on task.

For more information on “West Virginia: A Vision Shared,” visit [www.visionshared.com](http://www.visionshared.com)

### **Improved Access to Services**

WORKFORCE West Virginia has been awarded a Navigator Grant. This program is designed to assist individuals with disabilities access employment through workforce system services. Twelve “Disability Program Navigators” will be housed in One-Stops throughout the state. DPNs will:

- Guide One-Stop staff in helping people with disabilities access and navigate the complex provisions of various programs that impact their ability to gain/retain employment.
- Develop linkages and collaborate on an ongoing basis with employers to facilitate employment for persons with disabilities.
- Develop partnerships to achieve integrated services, systemic change, and expand the capacity to serve customers with disabilities.
- Facilitate the transition of in- or out-of-school youth with disabilities to obtain employment and economic self-sufficiency.

- Conduct outreach to agencies/organizations that serve people with disabilities.
- Serve as resources on SSA's: work incentives/employment support programs through its Work Incentives, Planning, and Assistance (WIPA) program; Protection and Advocacy systems (P&As); and employment-related demonstration projects.
- Serve as resources on programs that impact the ability of persons with disabilities to enter and remain in the workforce.

### Important Youth Program Aspects

All seven (7) WIB regions in West Virginia have made the shift to greater emphasis on older youth from at least 50/50 funding allocation to 70% older youth and 30% younger youth.

However, with the recently awarded waiver to replace the 17 current performance measures with the common measures, there is no distinction in older/younger youth (TEGL 17-05 as it applies to youth.)

West Virginia has identified the following elements as important aspects of the youth program design:

- Development of local youth resource directories, and determination of appropriate local distribution methodologies, as well as participation in any state resource director compilation and distribution.
- Development of avenues for local youth planning from all youth agencies.
- Encouragement and facilitation of reciprocal board representation between youth council and other existing boards and committees serving youth.
- Encouragement and facilitation of staff communication cross training and exchanges between local youth-serving organizations.
- Coordination of support services across youth agencies.

- The streamlining of existing local referral mechanisms between youth programs where they exist, taking the lead in developing referral mechanisms where they do not exist.
- Encouragement, when possible, co-location of local youth programs.

Additionally, West Virginia has identified the following elements as integral aspects of the youth program design:

- Preparation for postsecondary educational opportunities – Given the intention of West Virginia to target at-risk youth, the most important aspect of the provision of postsecondary educational opportunities will be basic skills remediation and tutoring. A foundation of basic skills must be laid before these postsecondary educational opportunities can be pursued. In this vein, programming that facilitates high school completion or that leads to a GED will be equally important. These types of programs must also include career assessment and counseling elements, as well as linkages with existing programs under STW and local high schools, registered apprenticeship programs, alternative schools, proprietary training institutions and community colleges.
- Strong linkages between academic and occupational learning – Maintaining strong linkages between academic and occupational learning is fundamental to West Virginia's youth. These linkages will be maintained first and foremost through strong employer/private sector involvement at both the state and local level. This involvement will, of course, come through business and union representation on the WVVIC, LWIBs and youth councils. It will also come through the implementation of mentoring, internship, and job shadowing programs, as well as program which create linkages with local business organizations (including local Chambers of Commerce), local trade groups and worker organizations such as unions. A second mechanism for establishing strong

linkages between academic and occupational learning will be strong partnerships with existing programs, particularly STW, local school districts, community colleges, registered apprenticeship programs, proprietary training institutions and area career centers. Creation of work-based learning opportunities is key to the long-term career success of West Virginia's youth. WIA youth programs must emphasize academic skills which are necessary and relevant to the work world. These should then be tied to vocational, occupational and contextual learning, which is based on strong and pertinent career information. In addition to work-based learning activities, a goal of private sector partnerships is to promote strong, relevant, contextual learning opportunities in the academic classroom.

- Preparation for unsubsidized employment opportunities – It is expected that West Virginia's program which prepares youth for unsubsidized employment opportunities will have two components. The first is a strong pre-employment and job search component, each of which will utilize linkages to existing resources. The job search component is expected to make strong use of the One Stop Career Centers across the state. In addition, youth will often be in need of assessment, job readiness, work maturity and job keeping skills prior to connection with unsubsidized employment opportunities. The second component of preparation for unsubsidized employment opportunities will be work-based learning and experience. The use of activities such as job shadowing, work experience and internships will be key to providing this type of "hands-on" preparation.
- Effective linkages with intermediaries with strong employer connections – West Virginia expects these linkages to fall into two categories. Linkages with employer groups and linkages to existing programs. Under the first category, it is expected that the most

important part employers on the youth councils will play will be to act as intermediaries to the local business community. This vital role only increases the importance of ensuring that the youth councils have business representation. Local youth programs must also maintain direct linkage with local business and trade associations, union-connected registered apprenticeship programs, and local economic development agencies. Secondly, WIA youth programs must build upon and make linkages to the work of existing local programs in developing strong employer connections.

- Paid and unpaid work experiences – West Virginia youth council providers have incorporated work experiences into the youth programs in all seven regions of the state.
- Occupational skill training – While these types of training programs will generally be completed through technical centers or community colleges, West Virginia continues to strive to promote occupational skill training within secondary schools and in work-based settings. Local areas are encouraged to provide youth with training in occupations for which occupational skill standards have been developed or adopted.
- Comprehensive guidance and counseling – West Virginia local area programs provide the bulk of this service to youth through two mechanisms. The first is through counseling provided by case managers at the one-stop or program level. These case managers will generally provide a focus on career counseling, career assessment and career information. A second mechanism for comprehensive guidance and counseling includes linkages to local community programs, in particular linkages to: a) community organizations; b) community health organizations; c) the local faith community; and d) local school systems. A related objective is to promote increased career guidance and orientation of youth by secondary school educators.

West Virginia is prepared to move toward meeting the youth performance goals under Common Measures and is, in fact, challenging each youth provider to join with state and federal agencies to serve the needs of our most at risk youth as defined within the USDOL youth vision.

### **SPECIAL PROJECTS: National Emergency Grants**

WORKFORCE West Virginia has applied for and received two (2) National Emergency Grants (NEGs) for two (2) Dislocated Workers Projects. Under each of the grants, WORKFORCE West Virginia intends to provide core, intensive and training services authorized under Section 134 of the Workforce Investment Act (WIA) to dislocated workers in their respective target populations. In addition to being in the target population, participants must meet the citizenship and selective service requirements of the WIA Act.

#### **Applied Card Systems**

The Applied Card Systems NEG will provide employment-related services to 45 workers dislocated in Workforce Investment Board Region 2. The workers were dislocated due to the plant closure of Applied Card Systems, a telemarketing firm located in Huntington, West Virginia. The target population of this NEG consists of 372 dislocated workers who were identified in the WARN notice issued May 9, 2006, by Applied Card Systems. WORKFORCE West Virginia will serve unemployed individuals in the target population who are unlikely to return to a previous occupation or industry and employed individuals in the target population when they have accepted stop-gap employment for income maintenance prior to the eligibility determination for this grant. The NEG funds will be used to support employment-related activities to the target population.

#### **Military Returnee/Spouses**

The second NEG is for a statewide Dislocated Workers Project which will provide employment-related services to 65 returning military personnel and their spouses, the target population of this NEG. The returning military personnel consists of honorably discharged veterans, returning military reservists, returning guard members and their spouses or surviving spouses of military personnel who died while on active duty. The NEG will also serve military spouses who return to West Virginia when the military personnel is deployed to a location that the spouse cannot accompany them. The NEG funds will be used to support employment-related activities to the target population who reside in West Virginia after returning from the military or, in the case of military reservists, guard members and spouses dislocated from a West Virginia employer.

**WORKFORCE West Virginia completed three National Emergency Grants (NEG) in Program Year 2005.**

The NEG for Weirton Steel Corporation ended on September 30, 2005 and served approximately 628 dislocated steel workers in Weirton, WV. This grant addressed the employment-related and retraining needs of the workers dislocated from Weirton Steel Corporation. The NEG for Hurricane Ivan ended on September 30, 2005. Under this grant approximately 226 temporary jobs were created to assist in the cleanup and restoration efforts as result of the disaster that occurred beginning September 16, 2004. On April 30, 2006 the NEG for Horizon Coal Miners ended serving 29 dislocated miners. This grant addressed the employment-related and retraining needs of the workers dislocated from Horizon Resources, Inc.

### **The West Virginia MACC System**

The technological backbone of the WORKFORCE West Virginia network, the West Virginia MACC is the state's comprehensive management information system. Housing case management, reporting, and other information related functions, the West Virginia MACC currently supports over 50,000 active users and processes approximately 2 million transactions per day.

The system continues to be refined and enhanced to provide for the needs of its users, who range from the members of the public at large to businesses seeking employees, service providers and partners, and WORKFORCE West Virginia system employees charged with case management and performance functions. Recent improvements include enhanced features related to business services, as well as improvements that have made the system fully prepared to implement the tracking and reporting of the "Common Measures" prescribed by the federal government for workforce programs.

As part of the ongoing process of enhancing the delivery of information through technology, WORKFORCE West Virginia will use portals such as the West Virginia MACC system to provide access to ever-improving data related to employment and workforce issues. For instance, efforts are currently underway to make use of labor market information and available technologies to provide even more real time data to business and governmental agencies seeking information vital to economic development and training programs. This will continue the process of addressing needs for current and future employment demands.

### **WORKFORCE West Virginia Collaboration and Partnering**

The individuals and entities comprising the WORKFORCE West Virginia system have continued to come together in various ways to continuously improve the delivery of services to West Virginians. In addition to the efforts highlighted elsewhere in this report, other ongoing efforts warrant mention.

Collaboration continues between the WORKFORCE West Virginia division and the seven local workforce boards. In addition to ongoing monitoring and technical assistance matters, state personnel and local boards have continued to collaborate in areas such as: continued monthly

meetings between local directors and WORKFORCE West Virginia staff, working to blend and leverage funds (where possible) from sources such as the federal Workforce Investment Act and state-funded programs such as the Governor's Guaranteed Workforce Program, and promoting and executing a series of local events designed to inform veterans of the opportunities available to them within the WORKFORCE West Virginia Centers.

The West Virginia Workforce Investment Council continued to work with state and local partners in fulfilling its role in shaping workforce development matters in the state. The Council, with staff support from WORKFORCE West Virginia personnel, continued to meet at least quarterly throughout the program year, with committees often convening to perform assigned tasks between Council meetings. The continued assistance of the Council has resulted in achievements such as the ongoing evaluation of policy matters, the creation and distribution of information such as the "State of the One-Stop System" report, and the design of the state's new five-year plan for workforce investment that has been approved by the United States Department of Labor.

The West Virginia Legislature has continued to work closely with the WORKFORCE West Virginia system during the previous program year. Through an oversight commission comprised of members from both the Senate and House of Delegates, legislators continue to receive updates and information from various partners within the WORKFORCE West Virginia system. They have also continued to receive and evaluate reports such as the "State of the One-Stop System" report and an annual compilation of funds available and expended in the state on workforce investment activities. This so-called "Funding Stream Report" is compiled by WORKFORCE West Virginia staff in conjunction with input from partner agencies in order to examine the funding and outcomes associated with workforce investment across West Virginia. Partnering and collaboration also take the form of continual technical assistance and training for those involved in the WORKFORCE West Virginia system. In addition to technical assistance provided on a daily basis, WORKFORCE West Virginia was also pleased to continue its tradition of hosting the annual WORKFORCE West Virginia Conference in August 2006. This event continues to serve as both a capstone to the previous program year and a way to energize everyone for the year ahead. Over 300 individuals were able to attend this year's conference and take away valuable information to assist them in the upcoming program year.

### **Performance and Cost Relative to Effort Analysis**

In October, 2005, WORKFORCE West Virginia was able to report that it had met or exceeded all 17 Workforce Investment Act performance standards for Program Year 2004. Fortunately, West Virginia is pleased to report that it has also met or exceeded its negotiated performance standards for Program Year 2005. As evidenced by Table O accompanying this report, our local workforce boards are also making significant progress in meeting or exceeding their negotiated performance goals. However, certain issues of concern remain. West Virginia continues to see the loss of jobs in what have traditionally been higher paying sectors of its economy, including steel and chemical production. Thus, WORKFORCE West Virginia staff will continue to closely monitor issues of performance and service delivery throughout Program Year 2006.

### **General Analysis of Numbers Served and Cost Per Served**

For Program Year 2005, the total number of WIA participants served was 7,610. The total of WIA funds expended was \$15,628,904. This yields an average cost per participant of \$2,054. Following is pertinent data by funding stream.

Adults

**Number Served** 2,497

Dislocated Workers

**Number Served** 3,064

Older and Younger Youth

**Number Served** 2,049

### **Additional Analysis for Adults and Dislocated Workers**

WORKFORCE West Virginia performance staff continually monitors for issues and opportunities related to improving performance within the workforce system. For participants served under WIA adult and dislocated worker programs, analysis is ongoing to determine the benefits associated with particular types of services. One analytical tool employed is a comparison of the benefits for those receiving training services versus those receiving only core and intensive services. Using the standard WIA performance measures for adults and dislocated workers as a means of analysis, a significant increase is noted in the outcomes for those receiving training services.

Measure	Received Training Services	Received Only Core and Intensive Services
Adult Entered Employment	80.90%	62.20 %
Adult Employment Retention	86.20 %	73.50%
Dislocated Entered Employment	79.60%	77.50 %

Dislocated Employment Retention 90.20 %

89.20 %

The preceding table clearly indicates the increased benefits derived from training services. This may well be reflective of the fact that many West Virginians receiving workforce services often face the task of transitioning from more traditional employment in manufacturing and related industries to “new economy” opportunities in service, healthcare and other market segments that require very different skill sets. These individuals almost certainly benefit from training opportunities. Certainly, the need for training services is reflected in the high percentage of individuals participating in WIA programs who receive training.

Further examination of the training opportunities provided indicates the segments of the economy where adult and dislocated worker program participants are pursuing employment. Among the highest-ranking fields in terms of Individual Training Accounts provided are: truck driving, LPN/LVN, Medical Assistant, RN, and I.T./I.T. Technician. This certainly reflects a shift toward healthcare and other careers that are more a part of the “new economy”.

### **Ongoing State Evaluation of Workforce Investment Activities**

As the preceding sections show, WORKFORCE West Virginia personnel continue to maintain an ongoing process for evaluating workforce investment activities. For example, there is an ongoing use of performance data to analyze and evaluate current and projected performance. This allows state and local staff to not only evaluate the impact of services on participants (such as the above information regarding the impact of training services on outcomes), but also allows for an evaluation of progress toward meeting negotiated performance goals. WORKFORCE West Virginia technical and performance staff provide continual feedback regarding performance to local workforce personnel to allow local personnel the ability to focus on any performance issues within a particular region, from performance issues for entire population segments to performance issues for individual participants. The outcome of this effort is, ultimately, both enhanced service to participants and enhanced performance reporting for the WIA program.

Ongoing analysis also includes issues aside from performance. For example, the previously cited “State of the One-Stop System” report is used annually as a means to evaluate the current status and future needs for the WORKFORCE West Virginia Centers that are the focal point of service delivery. Using a combination of statistical, financial, and programmatic information compiled from across the state, this report evaluates both positive achievements of the WORKFORCE West Virginia Centers and opportunities for improvement within the system. This annual report delivers a unique picture of the current status of One-Stop operations and also helps set the stage for actions aimed at continuous system improvement.

Another ongoing evaluation tool is the annual “Funding Stream Report”. This report compiles data from various state agencies to provide a picture of the funding expended on public workforce investment activities across the state, including both state and federal funds, and captures the outcomes associated with these expenditures. This report provides a yearly snapshot of the array of funding available for workforce-related matters, including everything from WIA funds to funds appropriated for education in the state.

West Virginia will continue to use these and other appropriate methods to conduct ongoing evaluations of workforce investment activities across the state.

**Conclusion**

WORKFORCE West Virginia continues in the coordination, linkage and blending of multiple funding streams into a statewide Workforce Development System.. The individuals and organizations within the WORKFORCE West Virginia Centers are coordinating with partners and stakeholders to create a workforce development system that strives to streamline services and reduce duplication of services. Also the system goal is to improve the overall quality of the workforce and enhance the productivity and competitiveness in the global economy. The work will continue toward the continuous improvement of the delivery of workforce services in our state. While changes continue to be made and improvements undertaken, we will continue to bear in mind that we are serving the people of West Virginia.

**For questions regarding this report and the information contained therein, please contact:**

**WORKFORCE West Virginia  
Ronald E. Radcliff, Executive Director  
112 California Avenue, Room 609  
Charleston, WV 25305  
Phone: (304) 558-7024  
Fax: (304) 558-3512**