

STATE OF CONNECTICUT

Workforce Investment Act

Annual Report

July 2003 – June 2004

Opportunity • Guidance • Support



A Partner in CTWorks



October 1, 2004

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Governor's Initiatives

During Program Year 2003 (PY03), Connecticut has continued to build upon numerous workforce initiatives established in previous years. Many local pilot programs have been expanded and are now available in more areas of the state. In addition to the increased availability of programs geographically, activities offered under certain programs have been expanded. These new developments, combined with the continual commitment of workforce investment partners to meet WIA goals, resulted in improved services for participating individuals.

The Jobs Funnel

The Hartford Construction Jobs Initiative, also known as the Jobs Funnel, is a joint public-private effort to create career opportunities for Hartford residents in fourteen different construction trades and other jobs. Since 1999, the Jobs Funnel has provided education and training, case management, job placement, and retention services to 3,187 individuals and 552 individuals have been placed into high-paying construction and service industry jobs. Successful graduates include individuals who have been homeless or incarcerated. While a major focus has been placing participants from this initiative into Hartford's many construction sites, the Jobs Funnel has begun to look at employment paths for post-construction job opportunities.

The Jobs Funnel model has been replicated in the New Haven area in partnership with employers, the workforce boards, community agencies and unions, and is referred to as the Construction Workforce Initiative (CWI). In New Haven, the city has strongly engaged in the Jobs Funnel model and incorporated the program as part of the Commission on Equal Opportunities. To date, 400 individuals have been served by the CWI and 68 individuals have been placed in construction trades.

Career Ladder Pilot Programs (IT, Healthcare, Childcare)

Connecticut Public Act 03-142, An Act Concerning Career Ladder Programs, required that a plan be developed for establishing a continuum of educational and training programs that lead to career advancement in occupations with projected workforce shortages as forecasted by the Office for Workforce Competitiveness (OWC). The three initial occupational demand areas in which programs will be piloted are childcare, nursing and information technology.

The Career Ladder Committee will convene employers and representatives of professional associations in these targeted fields to identify career steps in their industries, solicit feedback on possible strategies, and obtain their support of, and involvement in, proposed career path programs. Site visits and/or meetings will be held with current model programs that offer career paths or work supports. Efforts will be made to integrate the career path programs and strategies into the state's plans. In addition, presentations will be made to the Connecticut Employment and Training Commission and other interested groups to share the results of this effort and the committee's recommendations for the next three years.

Three informational hearings will be held to share the plan, drawing on the testimony of experts in the field as well as employers and workers. Meetings will be held with key legislators and other policymakers to secure their support of model programs in year two of the plan. In addition, subcommittees of the Career Ladder Committee will investigate possible funding options for career path programs as well as mechanisms for offering work supports such as health insurance, childcare and transportation.

Connecticut Career Choices

Connecticut Career Choices (CCC) is the educational component of a statewide strategic plan to develop Connecticut's technology workforce and enable the state to realize its potential as a leader in the knowledge economy. This initiative focuses on fostering interest in technology careers in students, adapting existing curriculum to industry-recognized skill standards in specific technology areas (for example, IT skill standards developed by the National Workforce Center for Emerging Technologies) and creating greater ties between technology businesses and education. Currently, over twenty partners guide and support the operations of ten IT and six health-career pilots that make up the CCC initiative in multiple school districts across the state in urban, suburban and rural settings. CCC also includes a strong experiential learning component comprised of internships and career mentoring programs and has engaged key industry leaders to embrace the initiative and participate, such as the nationally recognized ACE Mentoring Program and Project Lead the Way.

Youth Programs

One important component of WIA-funded activities is the youth-focused initiative. In its capacity of supporting the Youth Committee of the Connecticut Employment and Training Commission, OWC is involved in several different efforts:

- ?? Guiding and supporting the development of a small number of pilot programs at the community level to comprehensively serve WIA-eligible youth and leverage federal, community, and philanthropic resources. Among the current pilot programs operating is one that includes designing and implementing an employment-based model to serve 20-25 youth returning from juvenile justice residential placement and one that is a work-based program using funds from the Jim Casey Foundation to serve foster youth aging out of the Department of Children and Families system;
- ?? Developing strategies for serving WIA-eligible youth with special needs/disabilities;
- ?? Continuing to facilitate utilization of youth councils as community collaboratives for leadership and encouraging active involvement of youth; and
- ?? Continuing to build on technical assistance previously offered to local WIB staff for youth services contracting. This is an effort to connect a group of local staff who can share knowledge, skills, and perspectives around a common need to develop and manage contracts for youth services, with the goal of improving services and obtaining improved data on those services and performance.

Capacity Building

The Office for Workforce Competitiveness, in partnership with the Connecticut Department of Labor and the regional workforce investment boards, sponsors and supports the *CTWorks* Training Institute. The Training Institute is responsible for:

- ?? Addressing the general capacity-building needs of the front-line staff within *CTWorks* centers;
- ?? Developing or procuring curriculum to meet the needs identified by *CTWorks* center staff; and
- ?? Providing specialized training to front-line staff.

An example of the capacity-building activities that are ongoing is the Global Career Development Facilitator Program. Front-line staff from every local workforce investment area in the state

participated in the programs and representatives from each area completed the course and homework requirements necessary to receive certification as a Global Career Development Facilitator.

Discussion of the Cost of Workforce Investment Activities

The end of PY03 signified the completion of one full year of Connecticut's Workforce Investment Act (WIA) system operating with five local areas. The local boards in the state performed exceedingly well despite the major adjustments they endured in consolidating areas and functions. This year's discussion will center on comparing the average results of the three previous years to this current reporting year's results. It should be remembered, however, that in comparing performance data, there is an overlap of some performance information as we are utilizing the federal PY03 performance periods for our local performance data.

Connecticut served a total of 4,673 individuals during the actual 2003 program year at a cost of \$18,398,351.

Provided in the following pages is information on activities and expenditures over the past program year (July 1, 2003 – June 30, 2004) for each funding stream. Tables included in this section of the report contain information regarding "participants served" and "participants exited." "Participants served" refers to the number of WIA registrants who received a service during Program Year 03. "Participants exited" are the number of WIA registrants who received a service and exited from the WIA program at some point during PY03.

Information on entered employment in the Adult, Dislocated Worker, and Youth sections that follow is based upon participant data recorded in the *CTWorks* Business System (CTWBS) at date of exit.

Local Adult

The Adult population served during PY03 was similar to past program years. It was primarily a female population (68.9%) ranging in age from 22 – 44 (68.4%) and predominantly a minority population (59.5%). This group had many barriers including almost 15% dropouts and over 21% single parents. At the time of exit, more than 68% of those adults had entered employment. Those participants received 1,923 (37.4%) core services, 2,111 (41.0%) intensive services and 1,110 (21.6%) training services.

Local Adult: PY03 Participants Served and Cost Per Expenditures

\$4,404,994

Participants Served	1,632	Cost Per Participant	\$2,699
Participants Exited	616	Cost Per Exiter	\$7,151

Local Adult: Three Year Average (PY 00 – 02) Participants Served and Cost Per Expenditures

\$5,550,959

Participants Served	2,272	Cost Per Participant	\$2,443
Participants Exited	1,173	Cost Per Exiter	\$4,732

Local Adult: Three Year Average (PY 00 – 02) and PY03 Types of Activities

	<u>Core*</u>	<u>Intensive*</u>	<u>Training</u>	<u>Total</u>
Three Year Average (PY 00 – 02)	2,511	2,376	1,260	6,207
Three Year Average (PY 00 – 02) % of Total	41.4%	38.3%	20.3%	
PY03	1,923	2,111	1,110	5,144
PY03 % of Total	37.4%	41.0%	21.6%	

An analysis of the data for PY03 Adults versus the previous three years' average shows cost per participant remaining similar to past history while cost per exiter has risen significantly. This may be an indication of longer periods of activity for WIA Adults that we will further examine as data becomes available.

The types of activities offered during PY03 versus the past three years' average shows a slightly downward trend in core and intensive services and an increase in training services. This increase in training services will be further examined to determine if it is affecting cost per data along with time spent in the program.

Local Dislocated Workers

The Dislocated Worker population served in PY03 leaned more towards women (54.3%) than men (45.7%). The ages of those served was primarily between 30-54 (69.2%). There was a large increase in minorities, from 28 to 36.3%. Almost 10% of the population was literacy skills deficient and over 15% had another barrier.

Of those served in PY03, more than 80% were recorded as having employment at the time of exit. Individuals served in the Dislocated Worker program received 1,768 core services, 2,211 intensive services and 1,044 training services.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Dislocated Workers: PY03 Participants Served and Cost Per Expenditures

\$3,679,977

Participants Served	1,622	Cost Per Participant	\$2,269
Participants Exited	576	Cost Per Exiter	\$6,389

Local Dislocated Workers: Three Year Average (PY00–02) Participants Served & Cost Per Expenditures

\$4,317,632

Participants Served	2,040	Cost Per Participant	\$2,116
Participants Exited	1,088	Cost Per Exiter	\$3,968

Local Dislocated Workers: Three Year Average (PY 00 – 02) and PY03 Types of Activities

	<u>Core*</u>	<u>Intensive*</u>	<u>Training</u>	<u>Total</u>
Three Year Average (PY 00 – 02)	2,714	2,789	1,295	6,799
Three Year Average (PY 00 – 02) % of Total	39.9%	41.0%	19.1%	
PY03	1,768	2,211	1,044	5,023
PY03 % of Total	35.2%	44.0%	20.8%	

As in the Adult program, a comparison of the three-year average versus the PY03 data shows cost per participant remains steady, while cost per exiter has increased. This may be an anomaly for the current year after the restructuring of local areas and it may indicate that costs are increasing due to more training services being provided. Overall, core and intensive service percentages decreased slightly, while training services increase. We will examine this more closely during the coming year to determine if the trend is continuing.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Youth

WIA Youth programs operated in Connecticut in PY03 continued to serve a similar youth population as in the previous three years. Over 57% of those served were female and almost 67% were between the ages of 16-21. The youth being served in PY03 had a variety of barriers including over 20% with a disability, slightly under 87% defined as literacy skills deficient and more than 30% identified as needing additional assistance.

Local Youth: PY03 Participants Served and Cost Per Expenditures

\$6,976,647

Participants Served	1,419	Cost Per Participant	\$4,917
Participants Exited	825	Cost Per Exiter	\$8,457

Local Youth: Three Year Average (PY 00 – 02) Participants Served and Cost Per Expenditures

\$7,156,538

Participants Served	1,723	Cost Per Participant	\$4,154
Participants Exited	876	Cost Per Exiter	\$8,170

Younger Youth Activities

	<u>Work Related</u>	<u>Academic</u>	<u>Summer Related</u>	<u>Total</u>
Three Year Average (PY 00 – 02)	1,851	1,995	675	4,521
Three Year Average (PY 00 – 02) % of Total	41.0%	44.1%	14.9%	
PY03	2,716	2,392	699	5,807
PY03 % of Total	46.8%	41.2%	12.0%	

Older Youth Activities

	<u>Work Related</u>	<u>Academic</u>	<u>Summer Related</u>	<u>Total</u>
Three Year Average (PY 00 – 02)	863	485	14	1,362
Three Year Average (PY 00 – 02) % of Total	63.9%	35.6%	.1%	
PY03	940	511	114	1,565
PY03 % of Total	60.1%	32.7%	7.28%	

During the first year of the new five regions in Connecticut, local areas continued to have more than 90% of provided activities in work-related or academic areas. Local boards have transitioned their programs to meet the needs of youth and continue to work on the new program design envisioned for WIA youth.

Three Year (PY00-02) Average Performance and PY03 Actuals

Increases in PY03 over the three-year average are indicated in bold type.

		<u>Three Year (PY00-02) Average Performance</u>	<u>PY03 Actual</u>
ADULTS	Entered Employment	72.3%	74%
	Employment Retention Rate	83.3%	82.7%
	Earnings Change	\$3,214	\$2,679
	Employment & Credential Rate	62.2%	68.8%
DISLOCATED WORKERS	Entered Employment	73.8%	84.7%
	Employment Retention Rate	88.6%	91.0%
	Earnings Replacement	.835%	.78%
	Employment & Credential Rate	61.9%	68.4%
OLDER YOUTH	Entered Employment	66.8%	59.56%
	Employment Retention Rate	75.7%	79.0%
	Earnings Change	\$2,764	\$3,087
	Employment & Credential Rate	50.6%	52.3%
YOUNGER YOUTH	Retention Rate	73.5%	77.7%
	Skill Attainment Rate	83.3%	80.5%
	Diploma/ Equivalent Rate	50.2%	60.1%
SURVEY	Participant	69.8	69.9%
	Employer	69.2	77.1%

Performance Comparison

PY03 marked a major transition for the workforce investment system in Connecticut. Consolidation of local workforce investment areas required boards to manage and adapt to changing system operations throughout the state while continuing to perform at a high level.

While understanding that the performance period used for PY03 is a combination of new and prior performance data, it is still significant to note that Connecticut has performed well. A comparison of PY03 versus the average performance for the three previous years reveals that Connecticut has exceeded the average performance in twelve of the seventeen performance measures. Of particular note is the almost 85% entered employment rate and 91% employment retention rate for dislocated workers. We also continued to see major improvement in the employment and credential rates for all groups.

The areas of concern continue to be regarding the earnings change and earnings replacement measures. We will examine these issues further and work with local areas to further improve upon this performance.

Overall, Connecticut WIA areas have adapted well to the changes WIA has brought to the employment and training system and are positioned well to meet future challenges.

State Evaluations of Workforce Investment Activities

2003-2004 Compliance Monitoring Overview

In accordance with WIA Regulations at Section 667.410(b)(1), compliance monitoring as set forth in OMB Circular A-110, "Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations" was conducted at all five regional workforce investment boards.

All workforce investment boards were found to be in overall compliance with federal administrative requirements. This year's compliance monitoring results showed that there have been significant improvements in financial and administrative controls throughout the state.

Financial management, including allowable costs, cash management, financial reporting, property controls, and audit requirements, was adequate. Follow up of last year's comprehensive review of proper methods for accruing expenditures indicated that all areas appear to be in compliance with current CTDOL reporting procedures.

WIA adult, youth, and dislocated worker client files tested for eligibility verification were complete and well documented in all five workforce investment boards, in accordance with WIA Regulations and Connecticut Department of Labor Policy #AP 00-21. Client files for participants in Jobs First Employment Services (JFES), a program for recipients of Temporary Family Assistance (TFA), were reviewed for completeness of information and conformance with JFES policy and procedures and the files continue to show improvement.

In comparing the 2002-2003 and 2003-2004 reviews for compliance with the USDOL Uniform Administrative Requirements, this year has continued to show improvement in adopting and

following WIA policies and procedures, conforming with JFES policies and procedures, determining and documenting participant eligibility, and assessing and documenting the need for training services.

WIA Organizational Review

During PY 2003, DOL was presented with a challenge that had not been faced before. WIA Administrative Policy Memo 01-13 outlines the WIA Incentive and Sanctions Policy. Sanctions take effect when a workforce investment area's performance falls below 80 percent of the target on more than one performance measure within a program category, or if the performance level falls below 80 percent of their negotiated level on three or more measures in total. One board's performance for Program Year 2002 was sanctionable under both of these criteria.

The policy stipulates that two years of performance at the above-outlined level necessitate substantive organizational change. As a result, a review team from the WIA Administrative Unit at the Connecticut Department of Labor was called upon to develop and implement a tool that would assist in determining specific areas of operation that may be in need of corrective action. The tool that was developed contained the following elements:

Part One: WIB by-laws, including specific committee responsibilities. Interview committee chairs and WIB staff, and review reports presented to committees, as well as committee actions.

Part Two: Consortium agreement. Interview consortium representative and review minutes of monthly meetings.

Part Three: Partner Memoranda of Understandings. Interview all partners.

Part Four A: Adult & Dislocated Worker Case Management review. Interview case management vendors.

Part Four B: Youth Case Management Review. Interview Vendor for Adults and Dislocated Worker, and Vendor for Youth case management. Conduct a file review for each agency and program.

Part Five A: Vendor contract elements checklist for Adult, Dislocated Worker and Youth contracts

Part Five B: Interview format for Youth contracts. Review a sample of contracts for Adult, Dislocated Worker and Youth. Interview an in-school and an out-of-school youth vendor.

Part Six: Oversight System. Review reports and interview WIB staff.

Part Seven: RFPs and program design. Review RFPs, participate in RFP review by Public/Private Ventures (PPV), and comment.

Part Eight: Staff responsibilities and qualifications. Review job description and resumes for management staff; interview WIB staff.

Part Nine: Management Analysis of Data for Adults, Dislocated Workers and Youth for PY 2001 and PY 2002. Review planned versus actual performance for PY 2001 and PY 2002 and discuss with WIB staff.

The actual review was extensive, examining all aspects of program operations that affect the achievement of performance. Individual and/or group meetings were conducted with more than two dozen individuals, including board staff at all levels of operations, relevant WIB chairpersons, MOU partners and contractor staff.

After an extensive review, the team determined that the area had no major organizational or operational problems that required immediate action by the state. In fact, the board has implemented processes that will positively affect program outcomes. Changes have been made in RFPs, contracting, case management, follow-up, retention, reporting and management of performance. This board has taken important steps that will lead to future success and is committed to having this program meet the needs of both participants and employers while continuing to improve upon its performance results.

A second, less extensive but still in-depth review was necessitated based on the youth program performance of another workforce investment area. The youth program review consisted of in-depth interviews covering the following topics: the youth council, case management, management analysis, program oversight (monitoring) and on-site vendor reviews.

The team concluded that the area has a capable, experienced staff working with vendors, One-Stop, and other partners to achieve success under WIA. The area has taken a number of positive steps that should lead to improved performance. Its staff should continue to work with, train and provide innovative leadership and direction to the youth employment and training system in the area.

Performance Management System

The transition to Connecticut's One-Stop computer business system (CTWBS) has been completed and the system has been fully implemented for this program year. The new system is now the primary source of data and information relating to WIA clients and WIA reports. The system includes ad hoc query functionality which provides access to real-time data to a broad range of service providers. The system also produces on-line standardized reports for routine review of demographic and funding source information.

Connecticut has also consolidated from eight to five local regional workforce boards and this consolidation is reflected in this year's annual report. The CT Department of Labor has been working with the boards to ensure that all clients have been properly associated with their new region when incorporated into the annual report measures.

Our Performance Measurement Unit continues to develop and publish management reports for WIA including the *WIA Quarterly Overview of 17 Core Performance Measures*, which tracks state and regional progress toward achieving performance targets. The Performance Measurement Unit has also begun implementing an innovative concept of interim reports. The *Interim Reports* are a way of informing our local workforce boards of which clients are included in the numerators and denominators of the WIA core measures before the final results are complete. These reports also allow for further review of a client's outcome or record and indicate which criteria may be missing for a participant or may be necessary for a particular measure. This method of informing boards about the status of clients in relation to the core measures has had a tremendous impact on results and the response has been overwhelmingly positive.

The Quality Program Review Unit and Performance Measurement Unit worked together to complete USDOL's WIA data element validation requirements and we expect to follow the same process for the coming year.

For the PY03 WIA annual report, Connecticut incorporated the latest validation tools provided through USDOL to produce the seventeen core performance measures and prepare for data element validation. Connecticut combined the Mathematica-designed Data Validation System with the "edit-

check" functions of the Social Policy Research Associates (SPRA) validation tool to ensure the integrity and accuracy of our WIA Standardized Record Data (WIASRD) file. Connecticut was also able to incorporate WRIS records into annual performance calculations.

Connecticut continues to maintain a formal process for periodically reporting data required by USDOL and also provides data requested or required by employment and training program administrators, legislators, state agencies, committees, and other entities. Whether we are addressing innovation or maintaining existing reports, our practice has been to serve the needs of various programs. We welcome and consider the input of workforce investment partners and will continue this practice as we prepare to fully utilize the state's new business system and report on the common measures currently under development at the national level.

WIA Youth Program Quality Appraisal

The emphasis for PY 2003, for all workforce investment areas, was on understanding performance measures and ways to manage performance.

The format of the WIA PY 2003 Youth Program Quality Review was altered from previous years due to the proposed changes under WIA Reauthorization, as well as the consolidation of the state's eight workforce investment boards into five. Staff initially visited each of the five areas during the summer of 2003 to observe and interview teachers and students at exemplary summer component sites.

Following the summer visits, on-site interviews were conducted with WIB program staff. The interviews, which began in the fall of 2003, focused on the establishment of new youth councils, as well as their plans for mapping, coordination, and oversight of the newly configured areas. The following topics received particular emphasis:

- ?? *Performance Management:* Identification of those individuals or committees responsible for monitoring performance; identification of tools used for this process; provision of technical assistance and dissemination of best practices; identification of the role that the youth council plays both in negotiating local youth performance measures, as well as oversight of local performance; ensuring that vendors have a clear understanding of program design and its impact on performance by identifying performance measures, definitions, mission, goals and objectives in all request for proposals, contracts and monitoring tools; and data validation requirements.
- ?? *Case Management:* Understanding the local program design; delineating connections with youth with disabilities, juvenile justice and higher education; establishment of goals and achievement and recording of goals; coordination of case managers within the local partners' system; policies governing client contact; and case managing for WIA performance.
- ?? *Out-of-School Youth Services:* Understanding program design; emphasizing the tie between credential attainment and occupational skill attainment; job development efforts.

The third stage of the quality review consisted of on-site visits to out-of-school youth programs with one day spent in each of the five areas. Again, the visits included observation and interviewing of staff and students at the sites. Interviews covered program design, performance and provision of

technical assistance, dissemination of best practices, case management, provision of WIA services, record keeping, file review and follow-up.

In keeping with the emphasis on improving performance, a series of timely capacity building training sessions were held for Connecticut's WIA youth practitioners:

- ?? Connecticut's Office for Workforce Competitiveness sponsored a two-day workshop for Connecticut WIA youth coordinators that focused on "Contracting for Improved Performance." The product derived from this workshop was a "cookbook" entitled "Building Youth Program Accountability Through Contracting". Both the workshop and the cookbook were intended to guide the boards in developing a Request for Proposals (RFP) and contracting process that would be a single effort to articulate what is requested from vendors and to ensure the desired outcome.
- ?? Following that workshop, the USDOL Annual Youth Service Conference was held in Mystic, Connecticut for two days in November. The conference was designed to start with the larger picture of youth programming in the current environment as presented by the national office, and then to focus on designing and planning youth programs as well as the operations of youth programming. Once again, developing RFPs and contracts that are designed to maximize performance was central on the agenda.
- ?? A "Performance Enhancement Project" funded by USDOL provided a targeted round of technical assistance for Connecticut. Connecticut's request was for technical assistance focused on youth performance. Public/Private Ventures (PPV), the entity hired to deliver the technical assistance, designed and delivered a three-pronged approach:
 1. PPV provided targeted technical assistance to each of the five Connecticut workforce investment boards regarding their current youth RFPs by having a contract specialist review each RFP and provide written feedback to each WIB. The focus was on improving the RFP language to strengthen performance, retention and follow-up.
 2. In early spring, PPV presented a workshop for all Connecticut WIB directors, youth coordinators and contract negotiators entitled "Improving WIA Performance by Strengthening Retention and Follow-Up Services." The workshop topics covered the importance of retention services, contracting for retention and monitoring performance.
 3. The final training session presented by PPV as part of the Performance Enhancement Project was "Analyzing WIA Performance at the State Level". State staff from USDOL's Region I had the opportunity to learn how to analyze past WIA performance outcomes in order to identify performance problems and possible solutions. Three key areas covered at the conference were: looking behind the numbers, identifying interim indicators of performance, and organizing to conduct analysis and provide ongoing feedback to local areas.

The continuous emphasis on performance management via staff visits to WIBs as well as numerous training sessions has resulted in improved performance in the local workforce investment areas and in the state totals. Local area WIB staff have a deeper knowledge of the performance standards and the ways to manage performance at the local level. RFPs and contracts have been improved, and some areas have implemented performance-based contracting. Many youth vendors who have been part of the workforce development system for years have a renewed understanding of the standards by which their performance is measured, as well as a better understanding of how critical WIA performance is when making funding awards.

Report Card for Employment and Training Programs

Connecticut has traditionally taken a comprehensive view of its workforce development system. Since the establishment of the Connecticut Employment and Training Commission (CETC) in 1989, the State has made efforts to coordinate all of the providers and programs that offer publicly funded employment and training services.

Enacted in 1997, Section 31-3bb of the Connecticut General Statutes (CGS) requires the CETC, the State Workforce Investment Board, to report on the results of all employment and training programs in their annual inventory in regard to employment outcomes.

The report card is intended to provide a summary of employment results associated with an array of programs whose primary focus is employment. These programs include:

- ?? Jobs First Employment Services (JFES): Jobs First
- ?? Trade Adjustment Assistance (TAA) / North American Free Trade Agreement - Transitional Adjustment Assistance (NAFTA-TAA)
- ?? Wagner-Peyser
- ?? WIA Title IB
- ?? Regional Vocational-Technical Schools
- ?? Connecticut State University System
- ?? University of Connecticut
- ?? Charter Oak State College
- ?? Community College System
- ?? Adult Education
- ?? Vocational Rehabilitation Services
- ?? Bureau of Education and Services for the Blind

Understandably, these programs offer more than finding jobs for people. They provide different combinations of services depending on participants' needs. Services include information regarding labor market information, job opportunities, training, rehabilitation services, transportation, child care, social services and follow-up support.

The report is organized into four categories of programs:

- ?? Employment-oriented programs
- ?? Post-secondary education programs
- ?? Adult Education programs
- ?? Rehabilitation programs

The first category of programs, encompassing five of the thirteen programs, is administered or provided by the Connecticut Department of Labor (CTDOL). The CTDOL programs focus on services that lead directly toward placement into the workforce.

Programs in the second category are post-secondary educational programs associated with five different state institutions: Charter Oak State College, the community college system, the regional vocational-technical schools, the state university system, and the University of Connecticut. While they all have placement in the workforce as one goal, the primary focus is on the education and training of individuals in preparation for careers in the workforce.

The third category involves a single program, Adult Education (AE), delivered throughout the state through the local boards of education. The local adult education programs provide basic skills training for those with deficiencies in math, reading, and writing, as well as GED preparation and ESL. The focus of their services is determined by the participant. Some of those utilizing AE services do so for personal reasons, to enhance basic skills, improve opportunities in the workforce, and enhance employability skills.

The fourth category includes those programs that provide vocational rehabilitation services. The Bureau of Rehabilitation Services (BRS) provides a variety of support services, adaptive technologies, and training services as well as job placement assistance. The Board of Education and Services for the Blind (BESB) provides the same types of services but only for those individuals with visual impairment. The focus for both BRS and BESB is to provide services and support that help individuals perform to their full potential within the workforce.

Report Evolution

There has been continued progress with development of the report, now in its fifth year. More programs have been able to provide individual records to the Department of Labor's Office of Research for matching with the unemployment insurance wage records to generate information on employment-related outcomes. As a result of this progress, the outcomes are being calculated in a more consistent manner across programs and the employment outcome information provides agencies and stakeholders with new insights into some of the results experienced by the customers of the State's workforce system.

Nevertheless, there are some aspects of the reporting that still present important challenges:

- ?? Participation by all programs
- ?? Greater consistency in the definition and reporting of some basic data elements
- ?? Program costs reported in a common format
- ?? Since some programs recognize success by measures other than employment, a common approach to reporting additional measures
- ?? Adding to the wage data to capture employment outcomes for those working outside of Connecticut or working in Connecticut in areas for which wage data is not currently available, such as in federal and postal service employment.

The Structure of the Report

The report first provides a system-wide review of the employment and training system in Connecticut. It identifies the total investment of state and federal dollars in the training and retraining of the workforce in Connecticut and the total persons served by the system as a whole. In

this analysis is discussed the context of the economy during the year in which the system was responding. A summary of the outcomes of program participants is presented in terms of entered employment rates, employment retention rates, wages at entry into employment, and comparisons of pre- to post-program wages.

The report for each program provides a description of the program and identifies the annual budget, services provided, demographics of the participants, and the program results in terms of employment outcomes. The information on each program is organized in the following manner.

- ?? First there is a program summary provided by the program administrators that includes a description of the major program activities.
- ?? The second section answers the question, “What are the quantity and types of services delivered.” This provides budgets for the five most recent program years and the types and quantities of services provided.
- ?? The third section answers the question, “Who is served?” The table displays total participants for the most recent and four previous program years. This provides an opportunity to see what changes might have occurred in the individuals being served.
- ?? The final section answers the question, “What are the results?” The results include the standard employment outcomes defined above and the percent that completed training/education where that measure is appropriate. (Note: The results on the four employment outcome measures are not fully available for the most recent program year. Therefore, in most cases, only completion rates can be reported for the most recent year.)

Examples of Results from the 2002 Report Card

Overview. The investment of state and federal dollars in training and retraining of the workforce in Connecticut is substantial. Each year, tens of millions of dollars are spent on workforce development efforts. This investment includes the delivery of services as well as a variety of other investments in equipment, staff salaries, and building and maintenance of infrastructure. Over 200,000 individuals were served in programs that lasted from a few weeks to several years.

- ?? Entered employment rates¹ range from 46.4 percent (WIA Youth completers) to 80.5 percent for the community college system completers. Most programs have entered employment rates between 70 and 80 percent.
- ?? Of those individuals who are employed after program completion, an average of 85 percent retained employment for at least 6 months.
- ?? Weekly wage² at placement ranged from \$136.89 (WIA Youth) to just over \$900 (UConn, Graduate School).
- ?? Most programs show that their participants experience substantial improvement in weekly earnings (\$55-\$550) when comparing their pre- to post-program wages. Only dislocated workers (i.e., those served under TAA/NAFTA and WIA/JTPA Dislocated Worker programs) and Wagner-Peyser participants do not see actual gains. Unlike those in many of the other programs in this report, participants in these three programs usually have had substantial previous employment and earnings. Dislocated workers (WIA and TAA) and Wagner-Peyser participants often have higher than average pre-program wages. Although WIA Dislocated Workers and TAA participants receive training, they find it difficult to return to work at their previous salaries.

¹ Results are reported for PY1999-2000, the most recent year for complete information.

² Weekly wage is calculated by obtaining the sum of all wages in a calendar quarter divided by 13 (average number of weeks in a quarter).

Who does best in the job market? Not surprisingly, individuals with substantial, previous work experience and especially those with technical or advanced degrees do the best in terms of employment rates and wages. Based solely on the first quarter of wages immediately after program completion, individuals with graduate degrees or those in the workforce with some college who continue their education at such institutions as Charter Oak State College and the University of Connecticut's continuing education programs have the highest earnings. Those with one- and two-year technical degrees appear to do as well as those graduating with four-year degrees, although not as well as those with graduate degrees or continuing education.³

In contrast to participants in education and training oriented programs, participants in programs that focus primarily on re-employment and short-term training have lower initial earnings and generally smaller wage changes after participation. Participants in these programs often have low levels of work experience and education, significant barriers to employment, or specific disabilities. As a result, they generally earn less post-program participation, and have lower rates of entered employment than fully able individuals with substantial work histories and advanced education.

Employment Oriented Programs

The employment results reflect the difficulties job seekers face in obtaining jobs that pay well for those who often have little more than a high school education. The entered employment rates range from 46.2 percent for WIA Youth to 79.2 and 78.1 percent for WIA Adult and Dislocated Worker participants respectively.

Compared to entered employment rates, retention rates are uniformly higher across the five employment programs. Employment retention rates range from 67.5 percent for CEIP to 89.7 percent for WIA Dislocated Worker participants, suggesting there is greater difficulty in placing people into jobs than keeping them at work after placement.

Weekly wages ranged from \$136.78 (WIA Youth) to \$519.71 (JTPA/WIA Dislocated Workers). Wage change reflects the degree of improvement in the individual's economic status. It is strongly influenced, however, by the level of pre-program earnings. Three groups, TAA/NAFTA, Wagner-Peyser, and WIA Dislocated Workers, had the highest pre-program earnings. TAA/NAFTA participants experienced the greatest loss in weekly wages from pre- to post-program, \$145.72. Wagner-Peyser participants, with slightly higher weekly wages post-program, still lost an average of \$50.90 in weekly wages. Dislocated Workers with the highest post-program earnings showed only a small negative change, a loss of \$9.67. In contrast, WIA Adults and Youth, and CEIP participants, those with the lowest pre-program earnings, experienced the greatest positive changes, between \$53.34 and \$136.22 per week.

Post-secondary Education Programs

In PY2000-2001, the entered employment rates range from approximately 54 percent for Charter Oak State College⁴ and UConn graduate school graduates to over 80 percent for community college graduates. The average weekly wage for program graduates range from \$468.87⁵ for UConn

³ It is probable based on the small increase in wages (an average of \$82.45) from pre- to post-participation in University of Connecticut's continuing education programs that the participants' high wages are largely due to their previous education and work experience.

⁴ 30 percent of students are from out of state affecting the ability to determine employment status and reducing the overall employment rate.

⁵ This figure may be an underestimate since there is the suggestion that many undergraduates take off some or all of the summer before getting a job, therefore depressing average weekly wages that use July -September wages as part of the calculation.

undergraduates to \$933.16 for Charter Oak graduates. The weekly wages of the other post-secondary programs fall somewhere between. UConn undergraduates distinguish themselves from the other students on one particular employment statistic. Their average weekly wage increases by 699 percent from before starting at UConn to completing their degree. This increase is considerably less for others. State university system graduates increase the income by 296.5 percent. For community college graduates the average weekly post-program wage is only 80.8 percent higher than pre-program wages. Charter Oak graduates improve their income by 75.1 percent. UConn continuing studies students increase their income by only 11 percent over pre-program wages. Since continuing studies students are often taking short-term training or updating skills as is done for real estate license renewal, smaller increases are understandable. Since post-program weekly wages are similar for community college, state university, and UConn undergraduate students, however, the differences may be largely explained by the fact that many community college students are likely to work and earn more before they start (and probably during) their program of study than do state university and UConn undergraduate students.

Adult Education Programs

It is notable that Adult Education participants represent the widest distribution of ages among all of the programs including approximately 18 percent between 16 and 18 and nearly 14 percent who are over 45. The employment results provided in the report are influenced by the goals students set for themselves. Unlike most programs, some adult education students express an interest in only enhancing basic skills. Others express an explicit interest in enhanced employability. As result, those with enhanced employability as a goal had an entered employment rate of 67.9 percent, while those with the goal of enhanced basic skills had an entered employment rate of 56.5 percent. Retention rates were over 80 percent for both groups. 81.2 percent retained employment for 6 months.

As is true with other programs where the individuals lack post-secondary training, the weekly wages for both groups are relatively low, a little over \$300. In comparison, those completing community colleges can average over \$550 per week and those with graduate school degrees can average nearly \$1,000 per week. Weekly wage change for both groups shows a positive gain of over \$100.00.

Rehabilitation Services

There are two major programs in this area: the Bureau of Rehabilitation Services (BRS) and the Board of Education and Services for the Blind (BESB). Both programs work with individuals who have a physical, mental, or emotional disability that has a substantial impact on their participation in the workforce.

The BRS and BESB obtained similar results. For July 1999 through June 2000, BRS had a 66.2 percent entered employment rate and BESB a 64 percent rate. BRS clients who entered employment had average weekly wages of \$309 and BESB clients had weekly wages of \$259.22.

Youth Program

Challenges and Innovative Practices

The workforce investment areas identified the following as challenges and innovative practices for their areas:

Northwest (WorkForce Connection)

Challenges:

Most of the challenges that have been encountered center around the need to reconcile processes between the two areas that were reconfigured into the Northwest Regional Workforce Investment Area. Those processes included reconciling testing and goal setting, documentation, follow-up and reporting information for data entry. In addition, as the new youth council was formed, every effort was made to include active members from the prior two councils to foster a sense of inclusiveness.

Innovative practices:

When the new youth council was formed, one of the sub-committees that was established was the Scholarship Committee. This committee established guidelines that allowed for the provision of a gift certificate as an incentive to in-school youth who achieved the honor roll. The youth council hopes this incentive will enable youth to make a connection between the importance of academic achievement and attainment of the high school diploma.

Any out-of-school youth who attains a GED/HSD receives a \$100 gift certificate, and any youth who obtains an occupational credential and secures employment in that field receives a \$100 gift certificate. In addition, another \$100 gift certificate can be awarded to those youth who are in a training-related job in the third quarter of follow-up.

The incentive practice is also followed for youth who receive their high school diploma. At an awards dinner held last year for students and their parents, graduates received a \$200 gift certificate to Walmart.

Southwest (The WorkPlace, Inc.)

Challenges:

A critical challenge is ensuring that program vendors understand performance outcome measures and how they impact on the region. To that end, the WorkPlace One-Stop coordinated training for youth services vendors and also provides ongoing technical assistance to ensure vendors' complete understanding of the measures.

Some providers have prematurely exited youth while they were still engaged in the GED program of study. The GED test, which was revised in January 2003, is difficult to pass on the first try. Many youth have had to take the test two or three times to pass all five sections. The level of difficulty of the GED should not be underestimated. Programs available in this board area focus on remedial reading and math. While the GED test includes these subjects, the test also focuses on advanced math, science, and world/U.S. history---subjects which WIA programs in this board area have not typically addressed. The WorkPlace and the providers will need to assess how to incorporate the tougher new GED requirements into the existing curriculum offered by providers and explore additional resources needed to help youth obtain their GED/HS degree.

Innovative practices:

✍ Establishment of seven High School/High Tech programs: Shelton High School, Goodwill Industries, Music and Arts Center for Humanity (MACH), Ability in Motion (AIM), Trumbull High School, Fairfield High School, and Stratford Community Youth Services.

- ☞ Youth are represented on the youth council, and one of those youth was named as vice chair of the council.
- ☞ The council has developed an Orientation Handbook for Youth and has standardized both the employment service plan and the case management guidelines, so that all youth vendors use the same forms and processes.

Eastern Workforce Investment Board (EWIB)

Challenges:

With the redefining of the regions, the EWIB is particularly challenged by a geographically large and diverse region. A youth job fair, held at the Crystal Mall in Waterford, was promoted throughout the region to both employers and youth including an option for transportation for the youth. However, participation by youth from the northern Connecticut towns was low. With 41 towns and school districts, the EWIB has had to focus its services especially for in-school youth. This area was also challenged with limited response from providers to the RFP for these same services. To broaden potential responders, staff has started to review the bidders list and will augment it with youth provider information gathered during the Career Ladder study.

Innovative practices:

- ☞ *Career Ladder Focus* – Based on labor market analysis conducted for EWIB’s strategic plan that identified an insufficient supply of workers to fuel economic growth and a declining population of 18 to 34 year old workers, the board has conducted a regional Career Ladder study that is being incorporated into the youth programming. Six occupational areas that meet EWIB specifications (starting wage, growth, number of openings per year, career advancement opportunities, and entry opportunities for youth) have been identified. Training and Career Ladder counseling will be provided in fall 2004. The training will teach case managers to understand the extensive research that resulted in the selection of the six occupational areas, as well as how to bring a “career ladder” approach into their counseling.
- ☞ *Technology Workshops* – EWIB offered technology training workshops at two of their CTWorks centers exclusively for youth which allowed the instructor to tailor delivery of the curriculum to teens. This also increased the attendees’ awareness of the CTWorks centers. The technology workshops were employment focused with a curriculum that included job search using the internet, how to put a resume on-line, and using Word for composing thank-you letters following an interview.
- ☞ *Skillsoft E-Learning Courses* – EWIB has offered free on-line courses to all CTWorks participants through a CT Business and Industry Association grant entitled Skillsoft E-Learning. The program’s focus is to assist job seekers and others seeking to improve their skills as they prepare for employment. Older youth have participated successfully in this on-line learning opportunity.

Best Practices:

- ☞ *Youth Program Management* – Youth program staff and contracting staff from all five board areas participated in youth contract training. The EWIB’s (formerly Southeast WIB) youth contract was distributed at the training as a model for state contracts. EWIB continues to strengthen its RFP, contract, and monitoring processes to improve outcomes in performance measures. Training for youth vendors was held to ensure understanding of the performance measures and how they impact program delivery. The youth council also continued its successful mentoring program implemented in PY 2002-2003 by requiring programs to be designed to place

youth in industry-paid, mentored work environments where they can learn skills and gain industry knowledge.

Program Collaboration – The EWIB continues efforts to coordinate resources in the region and ensure that it uses all available resources for its youth participants. In that regard, one of the youth participants was honored with the CT Voices for Children’s Youth Spirit Award. As a participant in EWIB’s out-of-school youth program, the youth received comprehensive case management and high school completion assistance. The youth also linked into the Rides for Jobs program, Head Start, and the local community college’s Options Program.

North Central (Capital Workforce Partners)

Challenges:

On a programming and recruitment level, it has been difficult to move younger youth who do not have a high school diploma or equivalent to complete the credential. Many of the youth in the region who do not have a diploma face multiple barriers that are often greater than the board’s resources can provide for. Youth in this board area who enter WIA programs without a diploma are three times less likely to complete the programs and attain their high school diploma.

As we move forward in 2004, case managers will interview all youth to determine suitability for WIA programs and will also look for non-WIA resources for youth and their families. Youth without a diploma will be required to register and attend adult education classes before enrolling in WIA. The board will also be looking to continue to strengthen the ties between adult education programs and DOL-funded activities.

Innovative practices:

An operations manual that provides guidance and operational procedures for the program was developed for all CWP contracted WIA youth vendors. The manual emphasizes the need to focus on performance measures and is a tool to further standardize program operations in the youth system.

South Central (Workforce Alliance)

Challenges:

Meeting performance measures is a continuous challenge, especially given a hard to serve youth population. Also, educating vendors on the importance of the measures and defining the measures and their calculation is difficult, partly due to the lack of real time measures. Vendors are challenged by the necessity for paperwork to be submitted on time. When most of the measures are determined by follow-up, it puts a manpower and financial burden on the vendor which makes it more difficult to receive follow-up reports in a timely manner.

The youth council decision to include youth in its RFP proposal review process proved to be very rewarding as well as an innovative way of involving youth. However, getting youth involved on the youth council continues to be a challenge that the board is trying to resolve.

Innovative practices:

Workforce Alliance is proud of the work of the youth council, especially the expansion to include representation from throughout the new region. The council meetings were well attended and much was accomplished. The council set goals for PY 2003 at a strategic planning retreat and also identified specific action steps to meet these goals. Goals included the following:

- ☞ Youth Participation:* Increase meaningful youth involvement in activities of the youth council.
- ☞ Resources:* Develop a request for proposals/funding process that results in programs in the youth council's region that address in and out-of-school youth priorities set by youth council members.
- ☞ Legislative Outreach and Advocacy:* Provide advocacy and leadership on issues that address the youth council's target population to leverage resources and influence policy on the local and state level.
- ☞ Identify Gaps in Youth Programming:* Engage in a "mapping" process that uses data to identify priorities for funding, create awareness of current available programs that meet programming needs and identify new programs and vendors that meet priority needs.
- ☞ Monitor Program Outcomes:* Clarify the types of quality and outcomes that the youth council is seeking for the programs it recommends funding.

Exemplary Youth Programs

The workforce investment areas identified the following as exemplary programs for their areas:

Northwest (WorkForce Connection)

Naugatuck Valley Community College "Connecticut Collegiate Preparation & Awareness Program" (ConnCAP): The program operated two work-based learning projects during the summer component, each serving 12 in-school youth. The first group formed a simulated business that used Lego software and accessories to design robots that were required to perform designated functions. The products developed during the summer component were in competition in the spring of 2004 in technology oriented-activities throughout the Waterbury School District.

The second group of twelve students formed a simulated business focused on web page design. The intent of this work based learning project was to revamp the existing ConnCAP web site (www.waterburyconncap.com) and make it more appealing. ConnCAP staff planned to link their new site with the Waterbury school district's web site. As an add-on for the youth in this project, each youth had an opportunity to design a web site of their own.

Both groups were involved in academic classes covering language arts, math and computer science classes based on the grade and academic levels of the youth. Each Friday, the students took field trips. Both the academic classes and the field trips were funded with ConnCAP dollars, while lunches were paid for by the federal summer nutrition program.

During the school year portion of the program, the WIA youth were required to be involved for two hours per week in study skills and tutoring, in addition to work-readiness skills training coordinated with the One-Stop. Other activities include college visits and financial aid workshops. Funding for the year-round portion is provided through a combination of WIA, ConnCAP, and Priority School grants.

For program year 2003, of the eleven students who exited from the year-round program, all attained their high school diploma (100%). For the four program years that ConnCAP has been funded under WIA, thirty-nine of forty-nine exiters (77.5%) have attained a high school diploma.

Southwest (The WorkPlace, Inc.)

Marrakech, Inc., “The Academy of Human Service Training”: the Academy provided out-of-school youth an opportunity to participate in an intensive 300 hour training course, designed to prepare young adults in the field of human service, especially working with individuals with disabilities. Participants could become certified in CPR, PMT, and medical terminology. The program included various incentives such as driver’s education courses and other support services to assist youth in becoming self-sufficient.

Marrakech staff strove to foster higher education, with Marrakech training seen as one step towards a brighter future. Both the Program Manager and Employment Specialist who were pursuing their higher education degrees as they worked full time, acted as outstanding role models for their students. Their example made the students believe they could do the same.

Marrakech staff worked in a holistic approach, knowing that youth encountered multiple barriers to employment before coming to Marrakech. One such barrier was hunger –both literally and figuratively. Marrakech staff provided breakfast for their students and/or lunch as needed. The youth were eager to learn and staff worked on a one-to-one basis with youth to address their multiple barriers, create a safe environment for learning, and empower youth to become advocates and access needed community resources.

The Marrakech program has an excellent case management system which was adopted by all of the youth vendors in the workforce investment area as a model. Marrakech provided an initial training in its use to all youth service providers, and continues to provide individual programs with technical assistance to replicate their model.

North Central (Capital Workforce Partners)

Capital Region Education Council (CREC): For in-school youth programming, the Capital Region Education Council (CREC) and its partner communities – East Hartford, Enfield, Glastonbury, Hebron, Manchester, Newington, South Windsor, Windsor, Wethersfield, and Vernon – served approximately 120 youth, 90% of them being students who received special education services.

Each participating municipality designed a community-specific program that included intensive guidance and counseling, occupational skills training, job readiness training, academic enrichment, summer youth employment, and leadership activities. The youth participated in small groups (6-10 per community) and worked with a coordinator to establish goals and activities for the year. Youth are focused on completing high school, gaining work skills, and gaining the skills they need to advocate for services and supports. In the last year, 20 youth graduated from high school, 65 are continued with the WIA program, and 35 were still on track to complete school in 2-3 years. Many families stated that without the WIA program, their children would not have had any services to help them move through and beyond high school.

Urban League of Greater Hartford – “Pharmacy Technician and Medical Office Billing Program”: For out-of-school youth programming, the Urban League of Greater Hartford (ULGH) worked with Capital Workforce Partners to further develop the Pharmacy Technician and Medical Office Billing programs. For the pharmacy tech program, youth participated in 60 hours of classroom work taught by a licensed pharmacist, and then participated in a 120-hour internship in a pharmacy, supervised by a licensed pharmacist. Youth also received training and assistance to register and take the national exam for pharmacy technician certification. To date, about five youth

have taken the national exam and three have passed the test. Over the last two years, ULGH has trained 12 youth in partnership with CVS to complete the pharmacy tech program. Placement rate for the program is 82%.

South Central (Workforce Alliance)

Easter Seals Goodwill Industries Rehabilitation Center, Inc./Project H.I.R.E. provided job seeking and retention skills training through Project H.I.R.E. (Helping Individuals Retain Employment). The program provided job development, job placement and case management to out-of-school youth who faced barriers to employment. Service outcomes included a certificate of completion for the Project HIRE curriculum, job placement and job retention. The youth enrolled were residents of Roger Sherman House, a half-way house for people transitioning back into the community from a correctional facility. In PY 2003, 14 youth were served, 11 entered employment and 8 received a credential.

Current and Future Projects

CTWorks Business System

It has been one year since the state implemented the *CTWorks Business System (CTWBS)*. This new computer system was developed by the Department of Labor in conjunction with the Office for Workforce Competitiveness and the regional workforce investment boards. The primary goal in the development of CTWBS was to create a system that supports the operational and management needs of the state of Connecticut in the administration of employment services under the Workforce Investment Act (WIA), Jobs First Employment Services (JFES) and Wagner-Peyser.

The primary benefit of the *CTWorks Business System* is the capability to make available more comprehensive data on all aspects of operation to the One-Stop operator. The system also offers other key elements that allow for improved efficiency and operations. For example, the system supports integrated case management for participants in a number of programs, including WIA, Wagner-Peyser, Veterans, and Job First Employment Services (JFES). Another positive element of the CTWBS is the Employer Contact Management (ECM) component. This function provides users with a coordinated system for recording employer contacts and services. In fall 2004, DOL will be releasing a new version of ECM that will include many modifications that users suggested.

During the first year of CTWBS, DOL staff strove to provide system users with assistance and training in operating CTWBS, particularly in regard to using the system to help meet performance goals. Twelve new report views and several standardized reports have been developed to help the workforce investment boards manage clients and improve and enhance data collection for planning, management and reporting purposes. The Department of Labor meets monthly with representatives from the workforce investment boards and program administrators to discuss modifications to CTWBS. Many of the system changes that were suggested and discussed by the group will take effect in fall 2004.

A DOL project manager continues to lead representatives from each workforce investment board, the Department of Labor and the Office for Workforce Competitiveness in the continuous improvement of CTWBS. Softscape, Inc. of Wayland, Massachusetts, under contract with the Department of Labor, continues to maintain and enhance the software for the system.

For further information concerning the *CTWorks* Business System, contact John Matteis, Operational Support Manager, at john.matteis@po.state.ct.us.

Capacity Building

During Program Year 2003 (PY03), Connecticut has continued its Capacity Building Initiative for workforce development staff. This initiative is sponsored and funded by the Governor's Office for Workforce Competitiveness (OWC), the state workforce investment board system, and the Connecticut Employment and Training Commission (CETC). The Connecticut Department of Labor's Staff Development Unit manages the project. Those involved in the initiative are committed to collaboration, customer focus, customer choice, and accountability. Collaboration and cooperation among the local WIB's, CETC, OWC, CTDOL, and partners increase the effectiveness of the training which provides staff with skills to better serve their external customers.

The training focus has been on the nationally recognized Global Career Development Facilitator (GCDF) certification program. The first class accepted into the GCDF program completed their second year of coursework and will receive certification in the fall of 2004.

During the upcoming program year, training for the GCDF program will continue, as will training in additional components of the CTWBS. The development plan this year will include training in desktop software in the Microsoft Office suite, employer services/job development, WIA program knowledge, customer service, and barriers awareness.

Additional technical assistance will be provided, upon request, at the local WIBs in team building using the Myers-Briggs Type Indicator. In addition, CTDOL, in collaboration with local WIB representatives, will provide training that will standardize the greeter process and focus on improving the customer's first point of contact with the *CTWorks* system. This training, which was one of the capacity building ideas for PY03, is now planned for PY04.

Faith-Based/Grassroots/Community-Based Initiative

Connecticut was one of twelve states to originally receive a federal grant from the United States Department of Labor to establish its Center for Faith-Based and Community-Based Outreach. With \$1.1 million in federal funding, the Connecticut Department of Labor created and piloted a one-year Faith-Based/Grassroots/Community-Based Outreach Initiative beginning July 1, 2002. DOL received a one-year, no cost extension for the initiative through June 30, 2004.

The Center's purpose is primarily an outreach and marketing effort, intended to promote One-Stop Career Center services to faith-based and community-based organizations. In turn, these organizations are encouraged to inform their communities or congregations about the no-cost employment and training services available through the One-Stop Career Centers. Since its inception, the Center has established contacts with close to 3,000 faith-based and community-based organizations.

Successful outreach efforts include:

- ?? Creation of an informative web site (<http://www.ctdol.state.ct.us/fbo/default.htm>) that showcases success stories of faith-based/grassroots/community-based organizations, illustrates best practices, provides information kits and outreach

materials, publicizes funding opportunities, publishes a calendar of statewide and local events, and lists local contacts and other resources. During its full six quarters of operation, this web site had a total of 7,932 hits.

- ?? Joining with Connecticut Public Television (CPTV) and The Employment & Career Channel (www.employ.com) to create, produce, and broadcast *CT WorkNet*. This half-hour television program highlights “best practices” of faith-based and community-based organizations in the state, showcases DOL’s services, and offers practical, timely employment-related and job search information.
- ?? Hosting, initiating and supporting statewide, regional, and local conferences which have reached hundreds of representatives from faith-based and community-based organizations.
- ?? Disseminating useful linkage, funding and capacity-building information via e-mail to more than 150 organizations on a twice-weekly basis.

Faith-based/grassroots/community-based organizations were invited to take a seat at the tables where workforce-related decisions are discussed and formulated, on the workforce investment boards, if possible, and on the committees and subcommittees of those boards. Faith-based/grassroots/community-based organizations have also been encouraged to become approved training providers on Connecticut’s Eligible Training Provider List (ETPL). On a statewide basis over the past two years, the percentage of faith-based/grassroots/community-based organizations with representation on boards and volunteers serving on committees has increased.

In addition to encouraging the involvement of faith-based/grassroots/community-based organizations, each workforce investment board has identified a designated staff person as a contact for the organizations. These liaisons coordinate their faith-based/grassroots/community-based activities with their designated Department of Labor counterparts in the One-Stop Career Centers.

As a result of the combined efforts of those involved in this initiative, formal partnerships have been developed and faith-based/grassroots/community-based organizations have a key role in the workforce development system.

Coordination Between WIA and Senior Community Service Employment Program (SCSEP)

Connecticut strives to be inclusive and coordinated in its approach to serving older workers; it has done so in the following ways:

- ?? Teamwork through an established and trusting relationship among the SCSEP sponsors.
- ?? Forming partnerships to coordinate and maintain a SCSEP presence within the One-Stop Centers to facilitate the delivery of SCSEP services.
- ?? Establishing local representation including members of the local workforce investment boards. Memorandum of Agreements among SCSEP sponsors, One Stop Centers and local WIBs are in place.
- ?? Encouraging full participation with WIA and facilitating the transition to unsubsidized employment, requiring SCSEP participants to register with One-Stop centers and to access WIA

training services. Local boards have responded to a mandate for the establishment of policies and procedures describing WIA eligibility and services for SCSEP participants.

- ?? Conducting senior job fairs in collaboration with the Department of Social Services Elderly Services Division, national SCSEP sponsors, CTDOL, One-Stop Center staff and community providers. These job fairs provided businesses with a pool of SCSEP participants for transition into unsubsidized employment.
- ?? Maintaining effective communication and integration between WIA and SCSEP at the state administrative level.
- ?? Ensuring that policies are implemented in WIA to comply with the 2000 amendments to Title V of the Older American Act with respect to partners, coordination, participant eligibility, and participant assessment. Compliance monitoring of the boards, conducted by CTDOL, ensures that the policies are implemented successfully.

Coordination Between WIA and High School/High Tech (HS/HT)

“High School/High Tech” programs assist youth (14-22) with disabilities in their transition to post secondary education and employment in the technology field. HS/HT is intended to enable young people to have access to and the skills to use technology (including the Internet and e-mail), to be knowledgeable about workplace expectations, and to develop strong communication and advocacy skills.

The Connecticut Department of Administrative Services (DAS) received a grant from the USDOL Office of Disability Employment Policy (ODEP) for October 1, 2002 to September 30, 2004 to develop and implement a statewide high school/high tech infrastructure. A Statewide Advisory Council was formed, which includes a wide array of organizations, all with an interest in coordinating their efforts to serve youth with disabilities.

At a regional level, the grant proposed to integrate local HS/HT programs with the Workforce Investment Boards and Youth Councils. Beginning in the Southwest region, the WorkPlace, Inc. and the HS/HT program collaborated to enable 36 WIA-funded youth to participate in HS/HT programs and activities during 2003-2004. One of those programs, “Latino Youth on the Move,” a WIA funded program of Goodwill Industries of Western CT, was selected by the USDOL ODEP for their “National Showcase of High School/High Tech Programs.”

Building on the success of the Southwest region’s collaboration, DAS, the South Central Workforce Investment Board, the Area Cooperative Educational Services, and the New Haven Job Corps hosted a “kick-off” informational meeting at Gateway Community College to initiate the HS/HT program in the South Central area. A collaborative HS/HT effort with the Capital Workforce Partners in conjunction with the new Hartford Job Corps program is being developed. In Manchester and East Hartford, the Capital Region Education Council (CREC) is a collaborator. Plans to kick-off programs in the Northwest and Eastern Region will be underway in 2004.

On a statewide basis, the HS/HT program presented a “Youth Summit” held at Gateway Community College in New Haven to provide a leadership development opportunity to youth and young adults with disabilities in Connecticut. The day-long program included topics such as self-advocacy/self-determination, taking control of your life, post secondary education/vocational training, employment/internships, and assistive technology, as well as a career fair. In another statewide

activity, HS/HT worked with New England Assistive Technology (NEAT) to host a “NEAT Marketplace” which allowed visitors to be introduced to equipment and devices that enable people to live more independently. Plans are currently underway for a Business Summit Meeting in the fall of 2004. This meeting is intended to bring together youth with disabilities, businesses and agencies serving those youth to increase employment opportunities for youth, to educate participants about disabilities and to develop partnerships among the business community, community agencies and youth.

TABULAR SECTION

Table A - Customer Satisfaction Results

	Negotiated Performance Level	Actual Performance — American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	70.0	69.0	1,355	2,419	1,877	72%
Employers	68.0	77.1	314	441	441	71%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	77.0%	74.0%	499	Numerator
			674	Denominator
Employment Retention Rate	84.0%	82.7%	1,005	Numerator
			1,215	Denominator
Earnings Change in Six Months	\$3,100	\$2,679	\$3,255,410	Numerator
			1,215	Denominator
Employment and Credential Rate	60.0%	68.8%	362	Numerator
			526	Denominator

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving		Veterans		Individuals With Disabilities		Older Individuals		
Entered Employment	74.0%	159	66.7%	28	71.0%	22	67.6%	23	Num
		215		42		31		34	Den
Employment Retention Rate	80.4%	270	75.8%	50	80.7%	46	84.0%	42	Num
		336		66		57		50	Den
Earnings Change in Six Months	\$3,937	\$1,322,933	\$245	\$16,188	\$1,411	\$80,417	\$661	\$33,037	Num
		336		66		57		50	Den
Employment and Credential Rate	68.5%	139	67.7%	21	50.0%	11	52.6%	10	Num
		203		31		22		19	Den

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
Entered Employment	76.0%	294	71.4%	205	Numerator
		387		287	Denominator
Employment Retention Rate	84.0%	590	80.9%	415	Numerator
		702		513	Denominator
Earnings Change in Six Months	\$3,277	\$2,300,637	\$1,861	\$954,773	Numerator
		702		513	Denominator

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

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	78%	84.7%	652	Numerator
			770	Denominator
Employment Retention Rate	86%	91.0%	1,023	Numerator
			1,124	Denominator
Earnings Replacement Rate	86%	78.1%	\$14,239,830	Numerator
			\$18,223,986	Denominator
Employment and Credential Rate	60%	68.4%	359	Numerator
			525	Denominator

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers		
Entered Employment	76.3%	61	85.5%	47	81.4%	70	100.0%	7	Num
		80		55		86		7	Den
Employment Retention Rate	85.6%	95	83.3%	45	89.5%	128	100.0%	5	Num
		111		54		143		5	Den
Earnings Replacement Rate	69.1%	\$1,494,994	73.2%	\$720,312	58.6%	\$1,591,180	97.0%	\$55,458	Num
		\$2,162,292		\$984,103		\$2,717,544		\$57,197	Den
Employment and Credential Rate	57.4%	31	55.9%	19	66.7%	32	100.0%	2	Num
		54		34		48		2	Den

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
Entered Employment	83.6%	439	86.9%	213	Numerator
		525		245	Denominator
Employment Retention Rate	90.2%	645	92.4%	378	Numerator
		715		409	Denominator
Earnings Replacement Rate	78.5%	\$8,659,053	77.5%	\$5,580,777	Numerator
		\$11,024,090		\$7,199,896	Denominator

Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	66.0%	59.5%	132	Numerator
			222	Denominator
Employment Retention Rate	77.0%	79.0%	128	Numerator
			162	Denominator
Earnings Change in Six Months	\$2,800	\$3,087	\$500,027	Numerator
			162	Denominator
Employment and Credential Rate	45.0%	52.3%	147	Numerator
			281	Denominator

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth		
Entered Employment	61.0%	36	50.0%	1	58.8%	10	59.9%	124	Num
		59		2		17		207	Den
Employment Retention Rate	75.0%	39	66.7%	2	66.7%	6	79.1%	121	Num
		52		3		9		153	Den
Earnings Change in Six Months	\$2,339	\$121,622	\$6,200	\$18,599	\$4,539	\$40,852	\$3,186	\$487,491	Num
		52		3		9		153	Den
Employment and Credential Rate	54.3%	38	50.0%	2	61.9%	13	52.8%	140	Num
		70		4		21		265	Den

Table J - Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Skill Attainment	80%	80.5%	1,651	Numerator
			2,051	Denominator
Diploma or Equivalent Rate	47%	62.1%	174	Numerator
			280	Denominator
Retention Rate	62%	77.7%	153	Numerator
			197	Denominator

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth		
Skill Attainment	94.2%	242	99.6%	269	92.5%	246	Numerator
		257		270		266	Denominator
Diploma or Equivalent Rate	51.6%	32	93.2%	69	40.2%	41	Numerator
		62		74		102	Denominator
Retention Rate	83.0%	44	72.2%	26	81.7%	85	Numerator
		53		36		104	Denominator

Table L - Other Reported Information

	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		
Adults	80.0%	4	\$4,278	\$2,134,654	91.1%	113	Numerator
		499		499		124	Denominator
Dislocated Workers	3.2%	12	\$6,900	\$4,499,018	90.7%	185	Numerator
		374		652		204	Denominator
Older Youth	0.8%	1	\$2,534	\$334,500			Numerator
		132		132		Denominator	

	12 Month Employment Retention		12 Month Earnings Change/Replacement		
Adults	77.9%	982	\$2,320	\$2,925,256	Numerator
		1,261		1,261	Denominator
Dislocated Workers	87.0%	1,061	81.7%	\$15,168,679	Numerator
		1,220		\$18,556,170	Denominator
Older Youth	72.9%	121	\$2,765	\$458,953	Numerator
		166		166	Denominator

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	1632	711
Dislocated Workers	1622	629
Older Youth	399	263
Younger Youth	1020	658

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,404,994
Local Dislocated Workers		\$3,679,977
Local Youth		\$6,976,647
Rapid Response (up to 25%)		\$773,896
Statewide Required Activities (up to 15%)		\$2,562,838
Statewide Allowable Activities	Program Activity Description	
Total of All Federal Spending Listed Above		\$18,398,352

Table O -Local Performance

Local Area Name East Region	Total Participants Served	Adults	188
		Dislocated Workers	146
		Older Youth	58
		Younger Youth	119
ETA Assigned # 09085	Total Exiters	Adults	104
		Dislocated Workers	79
		Older Youth	29
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	75.3	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	76.0%	78.8%	<i>Exceeded</i>
	Dislocated Workers	78.0%	90.7%	<i>Exceeded</i>
	Older Youth	67.0%	63.0%	Met
Retention Rate	Adults	83.0%	85.7%	<i>Exceeded</i>
	Dislocated Workers	87.0%	90.0%	<i>Exceeded</i>
	Older Youth	77.0%	81.5%	<i>Exceeded</i>
	Younger Youth	62.0%	90.9%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,200	\$3,533	<i>Exceeded</i>
	Dislocated Workers	0.890	0.80	Met
	Older Youth	\$2,900	\$4,320	<i>Exceeded</i>
Credential/Diploma Rate	Adults	62.0%	72.8%	<i>Exceeded</i>
	Dislocated Workers	61.0%	73.4%	<i>Exceeded</i>
	Older Youth	45.0%	63.2%	<i>Exceeded</i>
	Younger Youth	48.0%	83.2%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	80.0%	83.2%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 0	Met (80% to 100% of Target) 2	Exceeded (Above 100% of Target) 14
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Table O -Local Performance

Local Area Name North Central	Total Participants Served	Adults	336
		Dislocated Workers	580
		Older Youth	125
		Younger Youth	471
ETA Assigned # 09075	Total Exiters	Adults	205
		Dislocated Workers	188
		Older Youth	107
		Younger Youth	332

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	70.0	63.9	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	77.0%	75.3%	Met
	Dislocated Workers	78.0%	87.6%	<i>Exceeded</i>
	Older Youth	66.0%	55.4%	Met
Retention Rate	Adults	83.0%	80.2%	Met
	Dislocated Workers	86.0%	91.4%	<i>Exceeded</i>
	Older Youth	77.0%	86.2%	<i>Exceeded</i>
	Younger Youth	60.0%	60.4%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,100	\$1,636	Not Met
	Dislocated Workers	0.870	0.720	Met
	Older Youth	\$3,000	\$2,439	Met
Credential/Diploma Rate	Adults	58.0%	75.5%	<i>Exceeded</i>
	Dislocated Workers	58.0%	70.8%	<i>Exceeded</i>
	Older Youth	44.0%	44.8%	<i>Exceeded</i>
	Younger Youth	45.0%	35.2%	Not Met
Skill Attainment Rate	Younger Youth	82.0%	78.4%	Met

Overall Status of Local Performance	Not Met (Below 80% of Target) 2	Met (80% to 100% of Target) 7	Exceeded (Above 100% of Target) 7
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Table O -Local Performance

Local Area Name Northwest Region	Total Participants Served	Adults	277
		Dislocated Workers	299
		Older Youth	53
		Younger Youth	141
ETA Assigned # 09080	Total Exiters	Adults	152
		Dislocated Workers	120
		Older Youth	24
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	70.3	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	76.0%	76.9%	<i>Exceeded</i>
	Dislocated Workers	77.0%	83.1%	<i>Exceeded</i>
	Older Youth	68.0%	50.0%	Not Met
Retention Rate	Adults	83.0%	84.1%	<i>Exceeded</i>
	Dislocated Workers	86.0%	93.8%	<i>Exceeded</i>
	Older Youth	77.0%	87.5%	<i>Exceeded</i>
	Younger Youth	62.0%	93.5%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,150	\$3,473	<i>Exceeded</i>
	Dislocated Workers	0.880	0.820	Met
	Older Youth	\$2,800	\$2,782	Met
Credential/Diploma Rate	Adults	59.0%	65.4%	<i>Exceeded</i>
	Dislocated Workers	59.0%	58.9%	Met
	Older Youth	47.0%	44.2%	Met
	Younger Youth	47.0%	85.5%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	80.0%	81.3%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 1	Met (80% to 100% of Target) 5	Exceeded (Above 100% of Target) 10
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Table O -Local Performance

Local Area Name South Central Region	Total Participants Served	Adults	184
		Dislocated Workers	144
		Older Youth	112
		Younger Youth	200
ETA Assigned # 09090	Total Exiters	Adults	117
		Dislocated Workers	109
		Older Youth	60
		Younger Youth	126

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	70.0	70.4	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	75.0%	81.4%	<i>Exceeded</i>
	Dislocated Workers	78.0%	88.8%	<i>Exceeded</i>
	Older Youth	68.0%	56.0%	Met
Retention Rate	Adults	83.0%	87.7%	<i>Exceeded</i>
	Dislocated Workers	86.0%	92.1%	<i>Exceeded</i>
	Older Youth	74.0%	67.6%	Met
	Younger Youth	62.0%	71.7%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,100	\$4,424	<i>Exceeded</i>
	Dislocated Workers	0.860	0.740	Met
	Older Youth	\$2,600	\$2,585	Met
Credential/Diploma Rate	Adults	60.0%	74.8%	<i>Exceeded</i>
	Dislocated Workers	63.0%	77.6%	<i>Exceeded</i>
	Older Youth	47.0%	45.9%	Met
	Younger Youth	50.0%	71.7%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	82.0%	96.5%	<i>Exceeded</i>

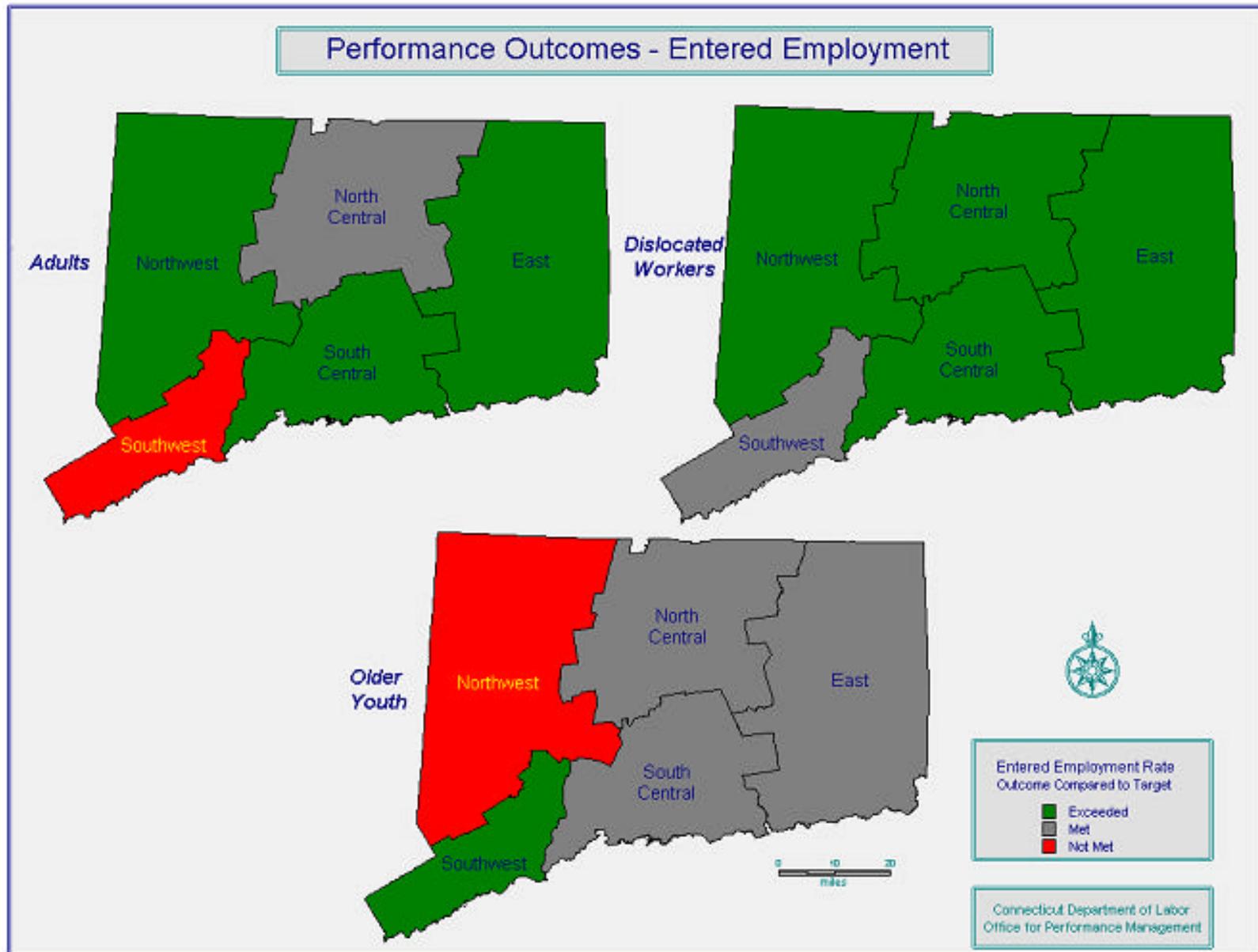
Overall Status of Local Performance	Not Met (Below 80% of Target) 0	Met (80% to 100% of Target) 5	Exceeded (Above 100% of Target) 11
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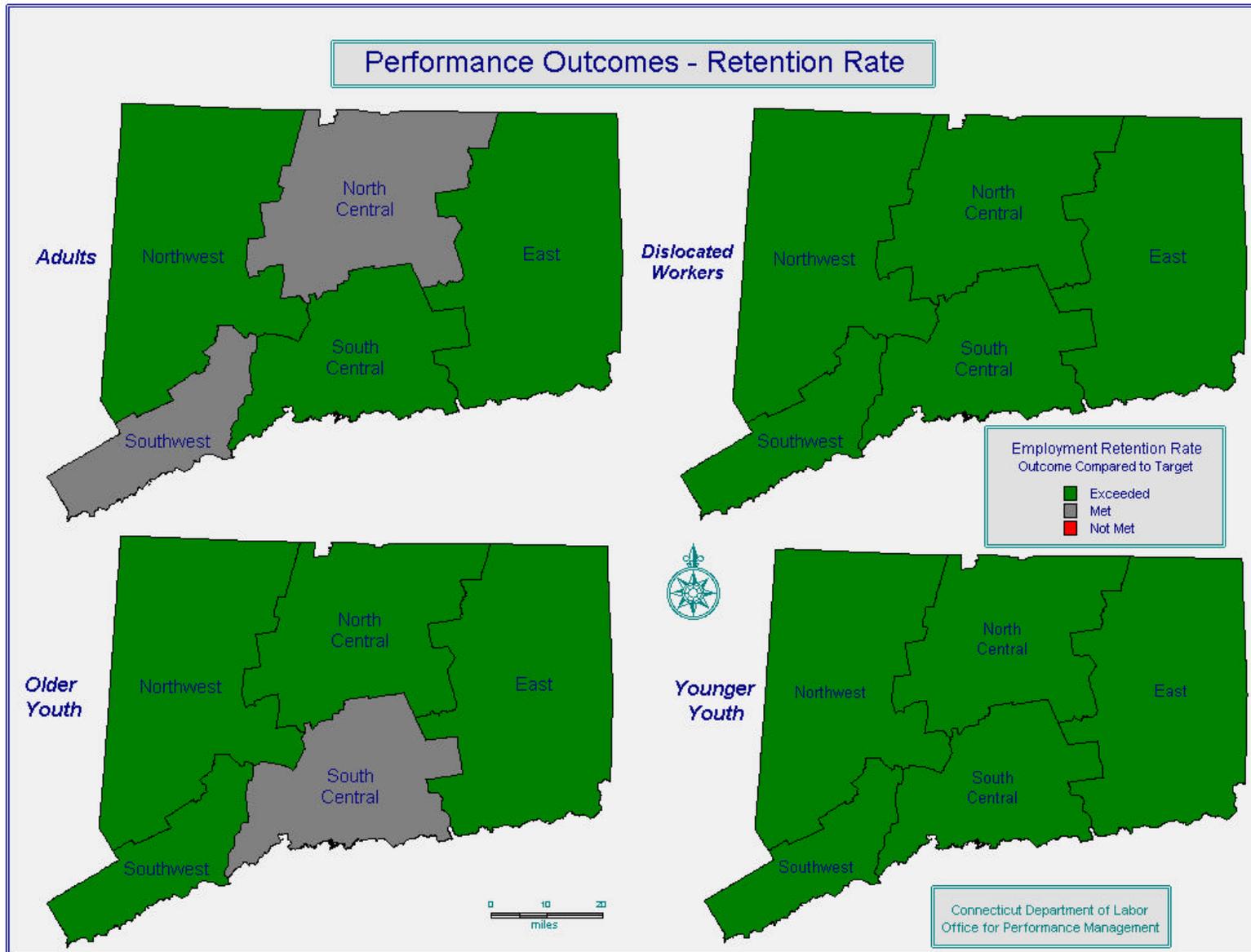
Table O - Local Performance

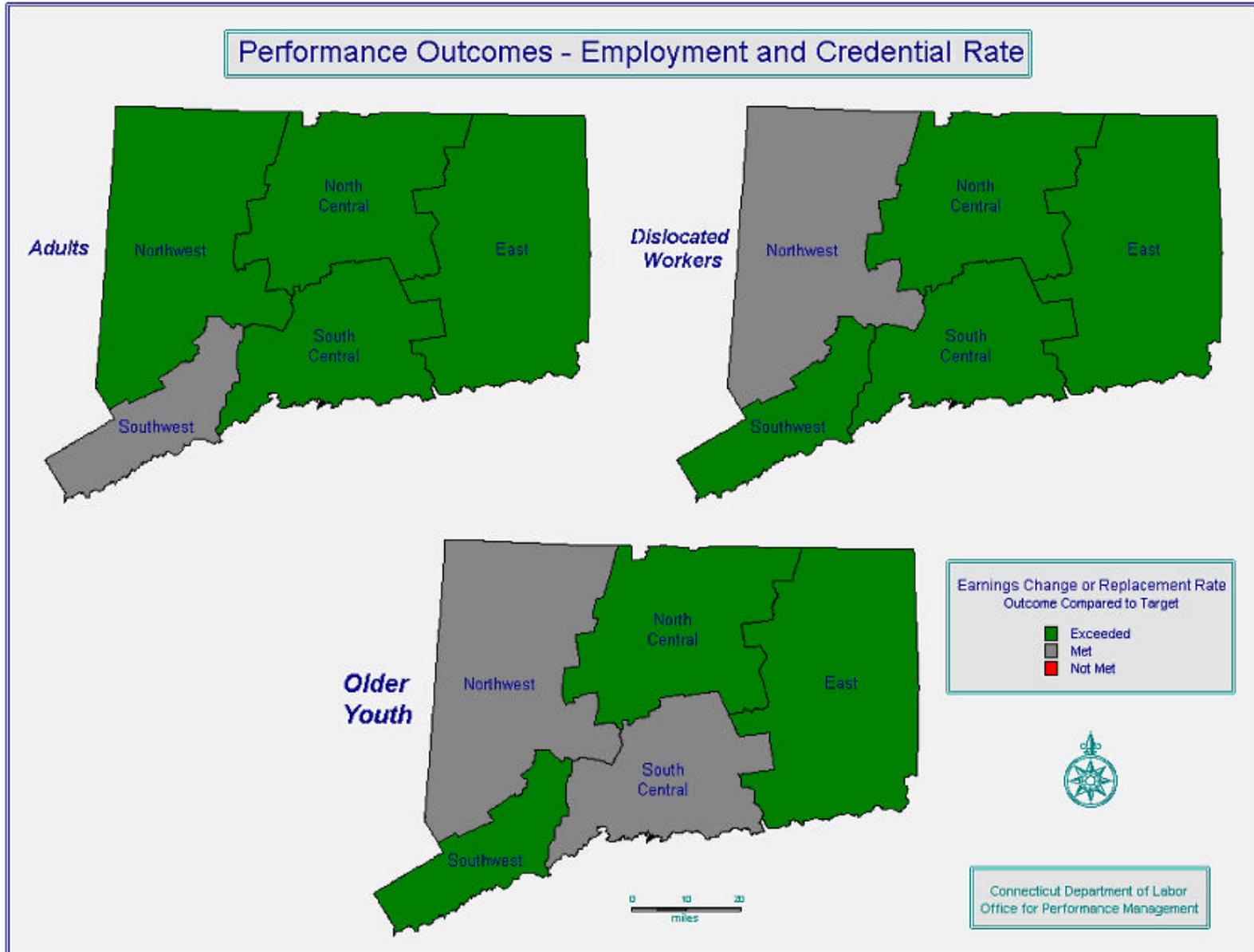
Local Area Name Southwest Region	Total Participants Served	Adults	647
		Dislocated Workers	453
		Older Youth	51
		Younger Youth	89
ETA Assigned # 09070	Total Exiters	Adults	133
		Dislocated Workers	133
		Older Youth	45
		Younger Youth	47

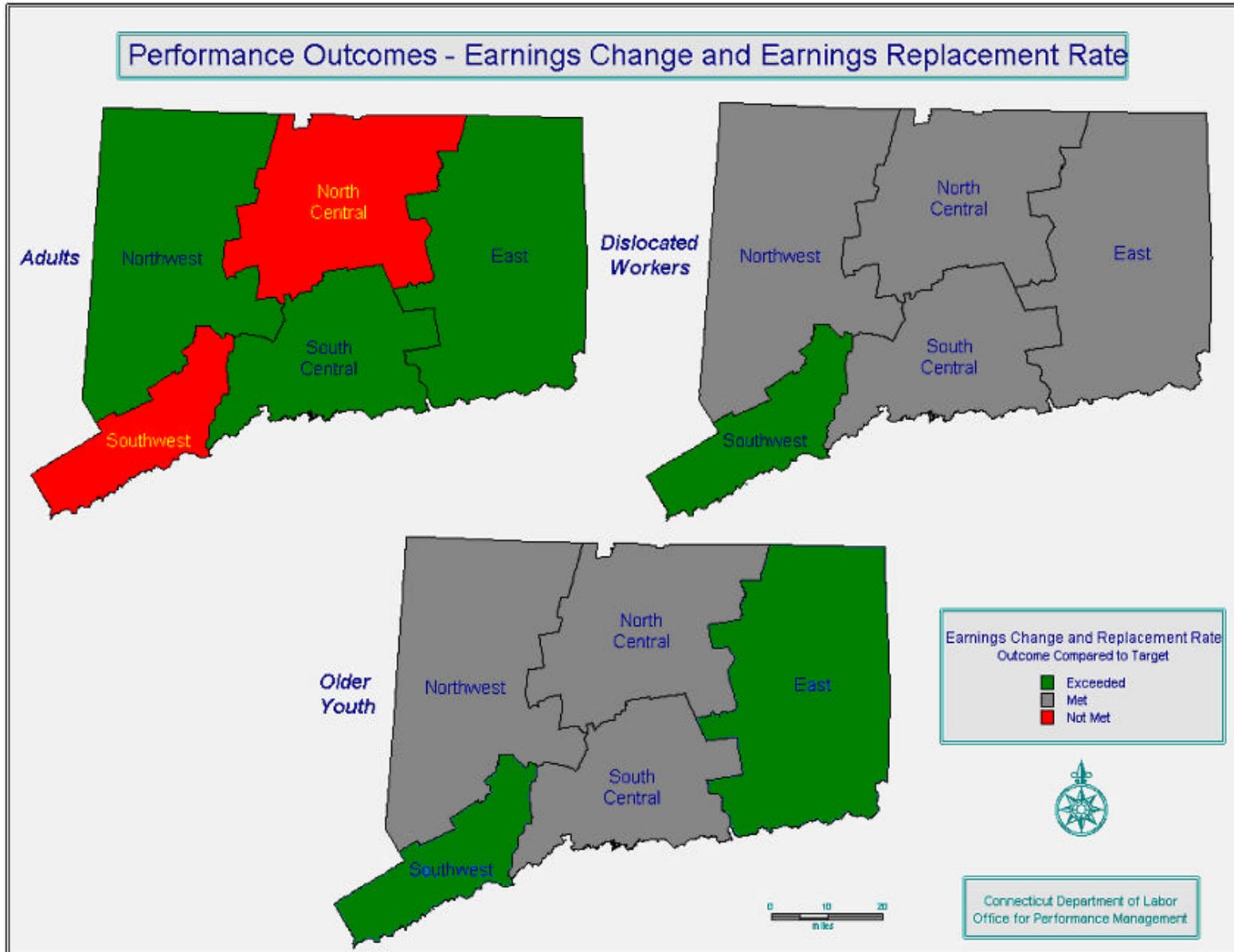
		Negotiated	Actual Performance	Status
		Performance Level	Level	
Customer Satisfaction	Program Participants	70.0	71.2	Exceeded
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	78.0%	57.7%	Not Met
	Dislocated Workers	79.0%	68.0%	Met
	Older Youth	66.0%	73.9%	Exceeded
Retention Rate	Adults	83.0%	81.1%	Met
	Dislocated Workers	87.0%	88.5%	Exceeded
	Older Youth	77.0%	77.1%	Exceeded
	Younger Youth	60.0%	95.0%	Exceeded
Earnings Change/ Replacement in Six Months	Adults	\$3,150	\$2,154	Not Met
	Dislocated Workers	0.840	0.860	Exceeded
	Older Youth	\$2,800	\$3,291	Exceeded
Credential/Diploma Rate	Adults	60.0%	57.6%	Met
	Dislocated Workers	60.0%	62.7%	Exceeded
	Older Youth	45.0%	71.2%	Exceeded
	Younger Youth	45.0%	95.0%	Exceeded
Skill Attainment Rate	Younger Youth	78.0%	58.3%	Not Met

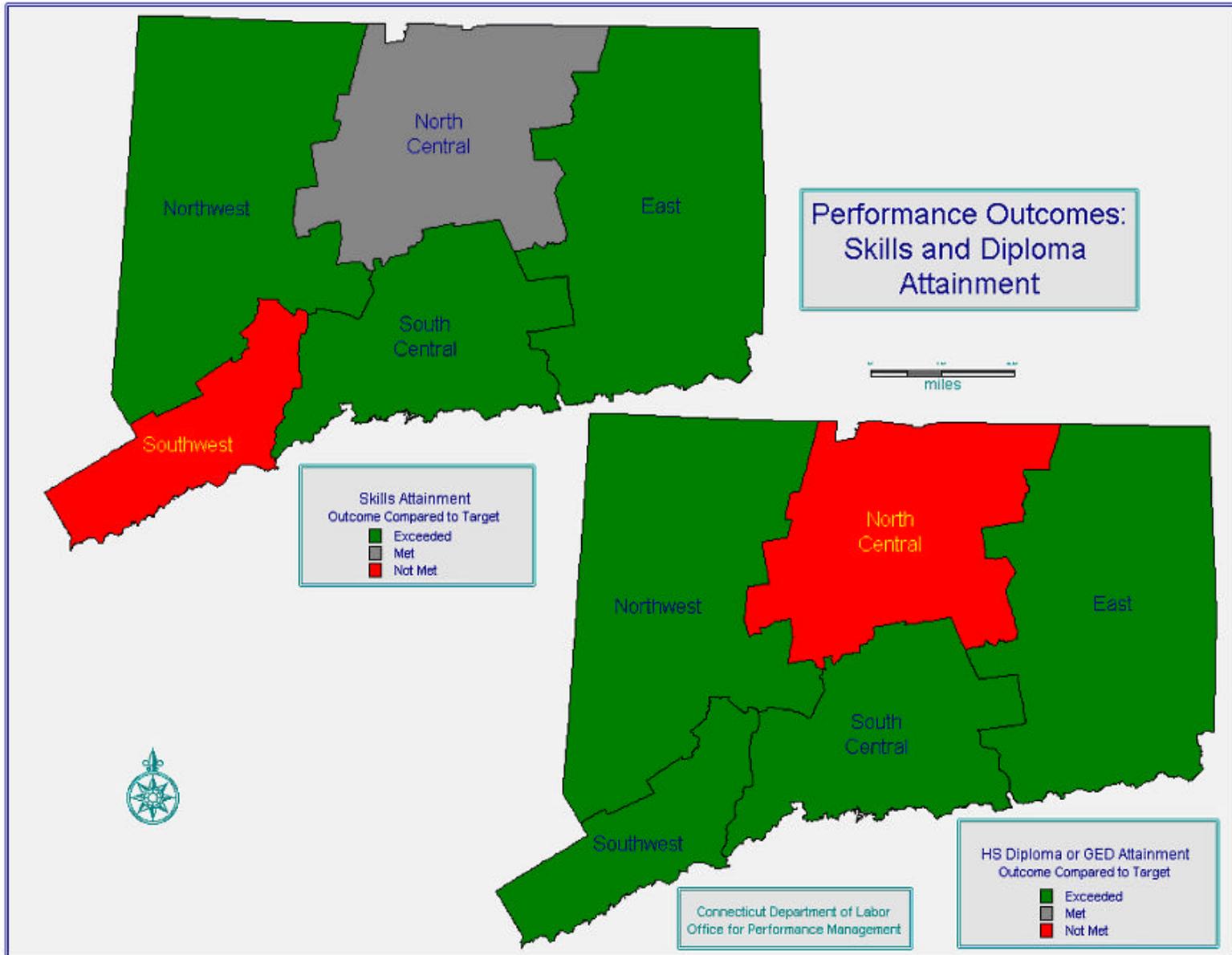
Overall Status of Local Performance	Not Met (Below 80% of Target)	Met (80% to 100% of Target)	Exceeded (Above 100% of Target)
	3	3	10

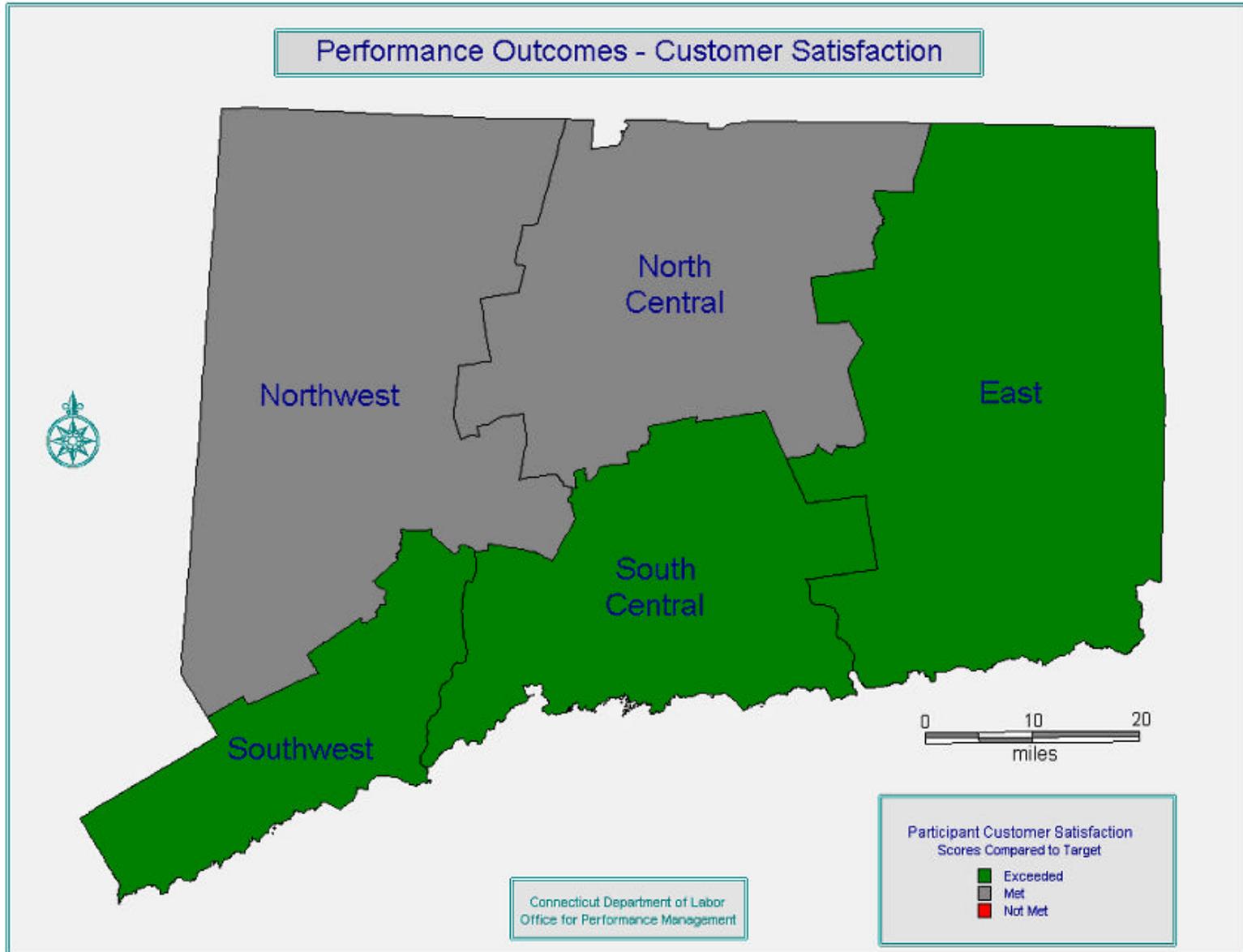












WIA Annual Report Data

State Name: CT

Program Year: 2003

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 the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	69	1,355	2,419	1,877	72.2
Employers	68	77.1	314	441	441	71.2

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	74	499
			674
Employment Retention Rate	84	82.7	1,005
			1,215
Earnings Change in Six Month	3,100	2,679	3,255,410
			1,215
Employment and Credential Rate	60	68.8	362
			526

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	74	159	66.7	28	71	22	67.6	23
		215		42		31		34
Employment Retention Rate	80.4	270	75.8	50	80.7	46	84	42
		336		66		57		50
Earnings Change in Six Months	3,937	1,322,933	245	16,188	1,411	80,417	661	33,037
		336		66		57		50
Employment and Credential Rate	68.5	139	67.7	21	50	11	52.6	10
		203		31		22		19

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	76	294	71.4	205
		387		287
Employment Retention Rate	84	590	80.9	415
		702		513
Earnings Change in Six Months	3,277	2,300,637	1,861	954,773
		702		513

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	84.7	652
			770
Employment Retention Rate	86	91	1,023
			1,124
Earnings Replacement in Six Months	86	78.1	14,239,830
			18,223,986
Employment and Credential Rate	60	68.4	359
			525

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	76.3	61	85.5	47	81.4	70	100	7
		80		55		86		7
Employment Retention Rate	85.6	95	83.3	45	89.5	128	100	5
		111		54		143		5
Earnings Replacement Rate	69.1	1,494,994	73.2	720,312	58.6	1,591,180	97	55,458
		2,162,292		984,103		2,717,544		57,197
Employment And Credential Rate	57.4	31	55.9	19	66.7	32	100	2
		54		34		48		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	83.6	439	86.9
525			245	
Employment Retention Rate	90.2	645	92.4	378
		715		409
Earnings Replacement Rate	78.5	8,659,053	77.5	5,580,777
		11,024,090		7,199,896

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66
Employment Retention Rate	77	79	222
			128
Earnings Change in Six Months	2,800	3,087	500,027
			162
Credential Rate	45	52.3	147
			281

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	61	36	50	1	58.8	10	59.9	124
		59		2		17		207
Employment Retention Rate	75	39	66.7	2	66.7	6	79.1	121
		52		3		9		153
Earnings Change in Six Months	2,339	121,622	6,200	18,599	4,539	40,852	3,186	487,491
		52		3		9		153
Credential Rate	54.3	38	50	2	61.9	13	52.8	140
		70		4		21		265

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	80	80.5	1,651
			2,051
Diploma or Equivalent Attainment Rate	47	62.1	174
			280
Retention Rate	62	77.7	153
			197

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	94.2	242	99.6	269	92.5	246
		257		270		266
Diploma or Equivalent Attainment Rate	51.6	32	93.2	69	40.2	41
		62		74		102
Retention Rate	83	44	72.2	26	81.7	85
		53		36		104

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 Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.9	982	2,320	2,925,256	0.8	4	4,278	2,134,654	91.1	113
		1,261		1,261		499		499		124
Dislocated Workers	87	1,061	81.7	15,168,679	3.2	12	6,900	4,499,018	90.7	185
		1,220		18,556,170		374		652		204
Older Youth	72.9	121	2,765	458,953	0.8	1	2,534	334,500		
		166		166		132		132		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,632	711
Dislocated Workers	1,622	629
Older Youth	399	263
Younger Youth	1,020	658

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,404,994.00
Local Dislocated Workers		\$3,679,977.00
Local Youth		\$6,976,647.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$773,896.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,562,838.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$18,398,352.00

WIA Annual Report Data

State Name: CT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Capital Workforce Partners	Total Participants Served	Adults	336
		Dislocated Workers	580
		Older Youth	125
		Younger Youth	471
	Total Exiters	Adults	205
		Dislocated Workers	188
		Older Youth	107
		Younger Youth	332

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	63.9	
	Employers	68	77.1	
Entered Employment Rate	Adults	77	75.3	
	Dislocated Workers	78	87.6	
	Older Youth	66	55.4	
Retention Rate	Adults	83	80.2	
	Dislocated Workers	86	91.4	
	Older Youth	77	86.2	
	Younger Youth	60	60.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	1,636	
	Dislocated Workers	0.87	0.72	
	Older Youth (\$)	3,000	2,439	
Credential / Diploma Rate	Adults	58	75.5	
	Dislocated Workers	58	70.8	
	Older Youth	44	44.8	
	Younger Youth	45	35.2	
Skill Attainment Rate	Younger Youth	82	78.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	7	8

WIA Annual Report Data

State Name: CT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Eastern CT Workforce Investment Board	Total Participants Served	Adults	188
		Dislocated Workers	146
		Older Youth	58
		Younger Youth	119
	Total Exiters	Adults	104
		Dislocated Workers	79
		Older Youth	29
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	75.3
	Employers	68	77.1
Entered Employment Rate	Adults	76	78.8
	Dislocated Workers	78	90.7
	Older Youth	67	63
Retention Rate	Adults	83	85.7
	Dislocated Workers	87	90
	Older Youth	77	81.5
	Younger Youth	62	90.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,533
	Dislocated Workers	0.89	0.8
	Older Youth (\$)	2,900	4,320
Credential / Diploma Rate	Adults	62	72.8
	Dislocated Workers	61	73.4
	Older Youth	45	63.2
	Younger Youth	48	83.2
Skill Attainment Rate	Younger Youth	80	83.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

WIA Annual Report Data

State Name: CT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northwest Regional Workforce Investment Board	Total Participants Served	Adults	277
		Dislocated Workers	299
		Older Youth	53
		Younger Youth	141
	Total Exiters	Adults	152
		Dislocated Workers	120
		Older Youth	24
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	70.3	
	Employers	68	77.1	
Entered Employment Rate	Adults	76	76.9	
	Dislocated Workers	77	83.1	
	Older Youth	68	50	
Retention Rate	Adults	83	84.1	
	Dislocated Workers	86	93.8	
	Older Youth	77	87.5	
	Younger Youth	62	93.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,150	3,473	
	Dislocated Workers	0.88	0.82	
	Older Youth (\$)	2,800	2,782	
Credential / Diploma Rate	Adults	59	65.4	
	Dislocated Workers	59	58.9	
	Older Youth	47	44.2	
	Younger Youth	47	85.5	
Skill Attainment Rate	Younger Youth	80	81.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: CT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: The Workplace	Total Participants Served	Adults	647
		Dislocated Workers	453
		Older Youth	51
		Younger Youth	89
	Total Exiters	Adults	133
		Dislocated Workers	133
		Older Youth	45
		Younger Youth	47

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	71.2
	Employers	68	77.1
Entered Employment Rate	Adults	78	57.7
	Dislocated Workers	79	68
	Older Youth	66	73.9
Retention Rate	Adults	83	81.1
	Dislocated Workers	87	88.5
	Older Youth	77	77.1
	Younger Youth	60	95
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,150	2,154
	Dislocated Workers	0.84	0.86
	Older Youth (\$)	2,800	3,291
Credential / Diploma Rate	Adults	60	57.6
	Dislocated Workers	60	62.7
	Older Youth	45	71.2
	Younger Youth	45	95
Skill Attainment Rate	Younger Youth	78	58.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	3	11

WIA Annual Report Data

State Name: CT

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Alliance	Total Participants Served	Adults	184
		Dislocated Workers	144
		Older Youth	112
		Younger Youth	200
	Total Exiters	Adults	117
		Dislocated Workers	109
		Older Youth	60
		Younger Youth	126

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	70.4	
	Employers	68	77.1	
Entered Employment Rate	Adults	75	81.4	
	Dislocated Workers	78	88.8	
	Older Youth	68	56	
Retention Rate	Adults	83	87.7	
	Dislocated Workers	86	92.1	
	Older Youth	74	67.6	
	Younger Youth	62	71.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	4,424	
	Dislocated Workers	0.86	0.74	
	Older Youth (\$)	2,600	2,585	
Credential / Diploma Rate	Adults	60	74.8	
	Dislocated Workers	63	77.6	
	Older Youth	47	45.9	
	Younger Youth	50	71.7	
Skill Attainment Rate	Younger Youth	82	96.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	12