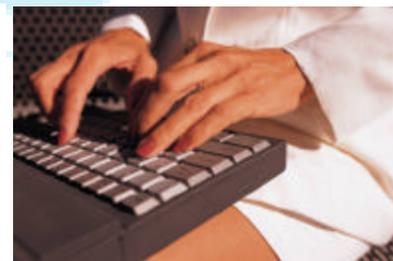
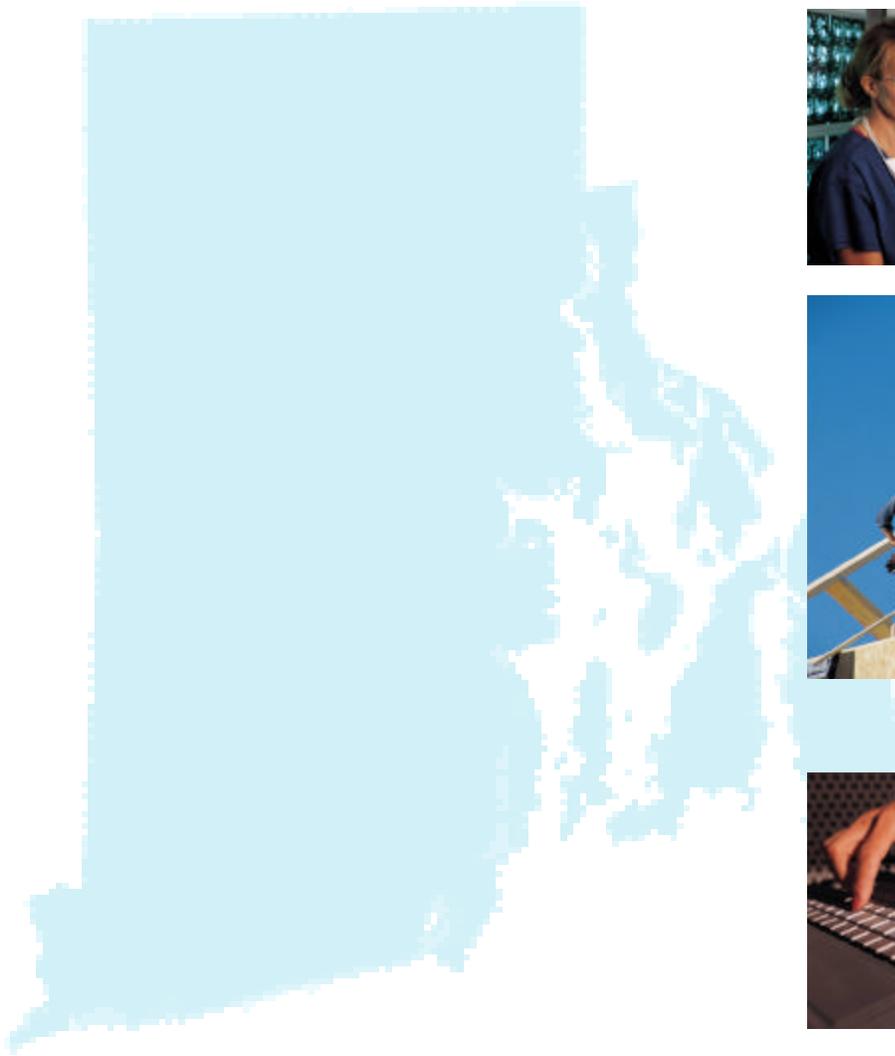




STATE OF RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

Donald L. Carcieri,
Governor
Adelita S. Orefice
Director



Workforce Investment Act Annual Report
Program Year 2003

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Message from the Director



Adelita S. Orefice
Director

Rhode Island has just completed its fourth year of Workforce Investment Act implementation. This year our state has committed significant resources to training initiatives which include both occupational skills and literacy training. Not only have these programs helped Rhode Island to grow economically, they have responded to the needs of our state's workforce and our businesses.

Our focus remains one of strengthening partnerships among the business community and the state/local workforce development systems, education, economic development and community-based organizations. Through this collaboration we continue to work towards our goal of quality service

delivery and achieving high-level outcomes.

The Workforce Boards are committed to helping employers and workers meet the competitive skill demands of today's workplace. The Board members continue their diligent efforts to build a strong comprehensive system.

I am pleased to report that for this past year Rhode Island achieved or surpassed all negotiated WIA performance standards. The following pages highlight some of the state's achievements of which we are most proud. I am pleased to present the Rhode Island Workforce Investment Act Annual Report for Program Year 2003.

The Workforce Investment Act Year Four



With the completion of year four of the Workforce Investment Act programs in Rhode Island, the Boards continue to prioritize strengthening the delivery system and striving to meet performance outcomes. Despite a steady rise in the RI unemployment rate that at present exceeds the national rate, the workforce development system has responded to the challenge of preparing workers to

meet the changing demands of employers.

The Workforce Partnership of Greater Rhode Island administers WIA services to 37 of the 39 cities and towns, with Workforce Solutions of Providence/Cranston responsible for the remaining two cities. Both Boards are led by the Rhode Island Human Resource Investment Council. Within each of these two primary service delivery areas, *netWORKri* is the One-Stop delivery system with 6 centers.

Program Year 2003 continued to mark the strengthening of partnerships within the workforce development system. In particular, the strong support of the Business Community in leading and guiding the local WIBs has had a positive impact on the system. It is through this group's committed participation that there continues to be an on-going review and evaluation of current practices in an effort to develop "best practices".

The Human Resource Investment Council



As the State Workforce Investment Board, the Human Resource Investment Council continued to foster collaboration among the partners in the workforce development system

Through the Job Development Fund, the Council administers two major initiatives to help Rhode Island employers produce a higher skilled workforce. Both the Excellence through Training and Employee Investment grant programs award funds to RI businesses to upgrade skills of their existing workforce. While funds are not earmarked for a particular training, successful programs have included new technology training, ISO, and lean manufacturing.

On behalf of the Council, both Workforce Investment Boards are responsible for operating the Employee Investment Grant program and have been successful in this

initiative. The funds target small businesses with less than 100 employees. The intent is to upgrade the skills of current employees who may be impacted by technological or organizational changes in the workplace.

During PY2003 this statewide effort totaling over \$1,245,000 in grant awards resulted in services to:

✍✍323 Companies

✍✍3,452 Workers trained

✍✍72% of the awards targeted manufacturing, technology and wealth-generating companies

The Council recognized that Rhode Island was facing an economic challenge due to the high percentage of the adult labor force that lacked adequate literacy skills. As employers move their businesses into high performance work, the problem is compounded by the fact that a low-skilled workforce limits industries capacity to implement new technology. As a result, the HRIC solicited proposals for adult workplace literacy programs that were designed to provide contextual learning, teach high performance skills, improve curriculum, establish partnerships and address labor market skill needs. Fifteen agencies received funding and formed the RI Workforce Literacy Collaborative. The Collaborative meets frequently to insure the needs of both the client and the business

community are addressed and the partnership continues to grow.

Also, during PY2003 the Council began the implementation of its strategic plan identified during the previous year. With the passing of new state legislation, the Council will reorganize resulting in a reduction of its membership. To insure compliance with WIA legislation, it is expected that this restructuring will result in a newly comprised State Workforce Investment Board during 2005.

The HRIC will continue to act as a catalyst, funding innovative programs designed to increase productivity and revenue, boost employee morale and increase competitiveness.

The Local Workforce Investment Boards

Rhode Island's two Workforce Investment Boards are comprised of locally appointed members of the community with a private sector business majority. These Boards have continued to evolve throughout PY03 and strive to become dynamic organizations which guide the workforce development system in the state. The active participation of the members and the dedication of both private and public sector

representatives demonstrate their commitment to establish a workforce development system that is responsive to the needs of the employer and the job seeker.

With funding from state and federal sources, each Board is better able to leverage the most appropriate resources to meet the employment and training demands of their respective regions.

Highlights of each Board's year-long accomplishments are outlined on the following pages.

The Workforce Partnership of

Greater Rhode Island

The Mission...

"The mission of the Workforce Partnership of Greater Rhode Island is to provide strategic leadership to meet



BUILDING TOMORROW'S WORKFORCE TODAY

the current and future human resource needs of Rhode Island's employers and to ensure a well-trained, self-sufficient and adaptable workforce."

The Vision...

"The Workforce Partnership of Greater Rhode Island will collaborate with business, labor, education leaders and community-based organizations to establish a dynamic, outcome driven, visible resource providing measurable and comprehensive market-based employment and training services.

These services will include the provision of information, technical assistance and life-long training opportunities to customers. Employers will have access to a well-trained, dependable workforce."

The Workforce Partnership of Greater Rhode Island (WPGRI) serves as the local Workforce Investment Board to the largest geographic area of Rhode

Island that includes 37 of the state's 39 cities and towns. Its Program Year 2003 Workforce Investment Act allocation totaled \$3,241,270, which provided programs and services to 892 individuals.

The RI Human Resource Investment Council (HRIC) provided the WPGRI with \$600,000 in funding to deliver training to incumbent workers. These Employee Investment Grants, targeted for small companies with less than 100 employees, resulted in WPGRI contracts with 265 companies that provided training to 2,741 workers.

The WPGRI Board of Directors has consistently maintained a strong, business-led majority membership that has willingly committed both time and expertise to the mission and vision of the organization. Utilizing an active and focused committee structure, the Board has successfully directed its members' commitment and energy to ensuring the success of both its federal and state-funded programs.

The Executive Committee remains the driving force of the WPGRI. Composed of elected officers and all committee chairs, the Committee ensures that the Board remains focused on the mission at hand, yet always anticipating the future. This proactive approach has ensured the organization's readiness and response to meet our state's diverse workforce needs.

The Board Development Committee oversees the recruitment and retention of the membership and ensures that all new and long-term members contribute to the broad agenda that drives the work of the organization. Knowledge and awareness of the issues is key to this process and the Committee provides members with on-going information and education related to workforce development issues.

Much of the public's awareness of the WPGRI is attributable to the Marketing Committee's creativity and energy in directing activities that market and promote the array of programs and services to its varied constituencies. Strategies included press releases of success stories, recruitment ads, and the development and issuance of a comprehensive collateral brochure highlighting the work of the organization.

The WPGRI website continues to attract new and repeat visitors to access general and specific information about the organization, its RFP processes for both state and federal programs, staff contacts and other customer services and information, all presented in a clear, concise and user-friendly manner.

The cornerstone of the WPGRI's federal WIA service delivery is netWORKri, the state's one-stop career center system. The One-Stop Quality Assurance Committee with

oversight, collaboration and consistent support of the five centers in the WPGRI region, ensures that the system strives for excellence in both service delivery and overall customer satisfaction. The Committee recognizes and celebrates the dedication and work of the frontline staff and managers of the centers through awards and commendations each year at the Board's Annual Meeting.

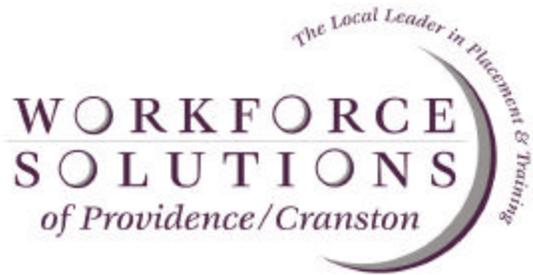
The Program Development & Evaluation Committee monitors the performance of the numerous and various programs and services provided by the WPGRI. In concert with the organization's proactive approach, the Committee researches and recommends new program strategies and partnerships that enhance and strengthen the mission and work of the organization. New initiatives in Program Year 2003 included securing a three million dollar federal H-1B grant to train workers in the bio manufacturing sector. In addition, an on-going welder training initiative was expanded to meet the needs of General Dynamics and a number of ship building businesses located at Quonset Point.

Utilizing a core group of active members with varied expertise, the WPGRI's WIA mandated Youth Council continues to invest much effort in the RFP process and the performance review of all youth contractors. The education and

technical assistance provided to service deliverers in the program have begun to result in the attainment of goals set by the Council. Achievement of the mandated performance objectives remains a key focus of the WPGRI. On-going review and evaluation of services at all levels will contribute to ensuring attainment of this goal.

As the WPGRI continues to build on its established foundation of success, the overall vision of the Board and organization has become increasingly diverse, both in direction and resource utilization. The need and ability to quickly respond to existing and emerging industries, economic conditions, literacy issues, labor shortages, population shifts and overall workforce trends continues to present challenges to the WPGRI. However, these challenges create unique opportunities for diversification, growth and improvement.

Workforce Solutions of Providence and Cranston



Workforce Solutions of Providence/Cranston, working in close partnership with government, business, labor, education and community-based organizations, oversees workforce development services for incumbent workers, the unemployed job seeker and the emerging workers of the cities of Providence and Cranston. From the Providence Office of the *netWORK*kri career one-stop center, Workforce Solutions of Providence/Cranston is the source for labor market information, hiring incentives and training resources designed to help employers address their workforce needs and to connect dislocated and unemployed individuals to the work force.

To accomplish these goals, Workforce Solutions of Providence/Cranston received nearly \$3 million in federal and \$526,000 in state funds. Three hundred and sixteen (316) adults and dislocated workers and an additional 252 in-school and out-of-school youth received services with Workforce Investment Act funds during PY 2003.

Under the leadership of the Workforce Investment Board, Workforce Solutions of Providence/Cranston

continued to expand the marketing effort which had been initiated in 2002. The new name and logo, including printed materials designed to highlight services, were introduced throughout business, labor, education and community-based organizations. This marketing successfully raised the awareness of the employer community to the services of the board. The Workforce Board continues to use these new marketing tools to educate state and local elected officials about the work of the Workforce Investment Board and its role in economic development.

The grand opening of the Providence one stop center in October of 2003 was highlighted by positive remarks from Governor Carcieri, Providence's Mayor Cicilline and Cranston's Mayor Laffey during their addresses to those in attendance. All expressed confidence that this new center was indeed the flagship facility needed to service the busiest one stop center in the state. The Providence One Stop was also showcased in May of 2004, when visited by the Assistant Secretary of Labor as part of the Governor's tour of exemplary programs in the state.

Workforce Solutions of Providence/Cranston, in the spirit of "one stop" philosophy, actively participates in recruiting customers to participate in occupational training programs and GED/ESL classes offered by Adult Education partners

within this new state of the art one stop center located in the capitol city. Successful candidates may ultimately access available WIA services. WIA services are also provided to job seekers who take advantage of the resources available at the netWORKri center (resource room, Microsoft Office workshops, resume preparation, individual employment counseling, and all other partner provided core services).

Workforce Solutions of Providence/Cranston continues to address the academic deficiencies of youth with the operation a pre-GED program for out of school youth at the Providence one stop career center. In partnership with the RI Department of Education, these classes provide youth with remedial academics, which enable them to transition to youth programs and ultimately to employment or post-secondary education.

Rhode Island's One-Stop System Highlights



At the center of the state's workforce development system are the netWORKri facilities. This system is a unique collaboration of employment and training organizations dedicated to addressing the workforce development needs for job seekers and employers. With six centers throughout the state and two comprehensive offices, one in each WIB, customers have access to "state of the art" technology and resources to assist them in making the best possible education, training and career choices.

During 2003 Center staff continued their efforts to promote netWORKri services to both employers and participants. Outreach efforts included: center tours and presentations for local schools and community organizations, resume preparation and resume critiquing workshops, proficiency testing for prospective city/town employees, job search skills workshops for employees of both public and private sector organizations, career/job fairs at local high schools and on-site in the career centers, monthly recruitment efforts for individual employers such as the RI State Police, local fire and police departments, and Cox Communications, to name a few. Center staff also participated in a number of advisory boards to local community based organizations furthering the opportunity to continually promote the facility resources.

As an attestation to the centers' responsiveness, the annual customer service follow-up survey indicated that the majority of the customers viewed the *netWORKri* centers as effective and respondents said they would use the services again. Among adults surveyed, employment figures increased from 44% before receiving services to 77% after receipt. Dislocated worker employment jumped from 67% prior to assistance to 86%. Both adults and dislocated workers reported that the following factors influenced their satisfaction with the system:

- ?? "the availability of all services at one location validating the "one-stop" initiative"
- ?? "the staff at the centers do a good job of evaluating customer's need for services"
- ?? "the center staff are responsive and help customers in a reasonable amount of time"
- ?? "the training offered is worthwhile"

Employer responses were equally positive. On a scale of 1-10, employers' average rating for courteousness and professionalism of staff was 8.97, knowledge of staff about services ranked 8.97 and the

genuine desire of staff to help scored 8.76.

During this past program year, the netWORKri centers and workforce partners moved one step closer to full implementation of the comprehensive data management/case management system--America's One Stop Operating System (AOSOS). A state-wide training effort has resulted in the immediate use of the labor exchange and employer modules. The conversion of WIA data from the current database to AOSOS is complete and it is expected that the system will be in full use and operational during PY2004.

System Review and Evaluation

In an effort to improve WIA youth performance, two separate consulting groups collaborated with local and state staff during the later part of 2003. The organizations, Public Private Ventures and Charter Oak Group, evaluated both the RFP package and contract document and offered specific recommendations for improvements. Ultimately, these changes are intended to strengthen program design elements and result in stronger performance outcomes. The recommendations were as follows:

- ?? Strengthening the RFP's Scope of Work by integrating the 10 required program elements
- ?? Requiring the identification of "new" recruitment strategies beyond the traditional methods
- ?? Emphasizing the significance of employer commitment and requiring a more detailed explanation of the upfront and on-going strategies to identify an employer pool that is willing to hire this population
- ?? Incorporating occupational skills training as a program design element
- ?? Including a narrative requirement which addresses timeframes for submitting more specific performance reports and other interim measures necessary to properly manage and evaluate program effectiveness.

With the implementation of these specific suggestions during PY2004, it is expected that design changes will result in a more comprehensive program delivery system leading to the achievement of performance outcomes.

In addition to the program specific review identified above, State staff conducted on-site administrative and

programmatic reviews of the local WIBs and their service providers.

Also, Local WIBs continued to conduct on-site evaluations of the *netWORKri* One-Stop Centers. These site visits led to compliance reviews and periodic meetings with One-Stop administrative staff for the purpose of sharing their findings and discussing “best practices”. Written reports were prepared by Board staff and submitted to the One-Stop operator. For the most part, these evaluations have been positive and Rhode Island’s One-Stop system continues to be a model for state government.

Analyzing customer service feedback has been a key component of Rhode Island’s contract with RKM Research and Communications, Inc. The New Hampshire firm conducts customer service follow-up for both WIA employers and participants. In addition to preparing the quarterly data, RKM submits an annual report to include: 1) a methodological preface outlining interviewing procedures and achieved response rate; 2) an analysis of the customer satisfaction questions and ACSI scores; and 3) color graphics summarizing major findings. This information is shared with appropriate administrative and line staff and used to improve the WIA service delivery and *netWORKri* systems. As previously mentioned, customers continue to give the centers strong marks—82% of adults and 97% of dislocated workers reported that the

services they received helped them to achieve most or all of their goals. On a scale of 1-10, employers’ average rating for courteousness and professionalism of staff was 8.59, knowledge of staff about services ranked 8.21 and the genuine desire of staff to help scored 8.57. The RKM evaluation continues to be an important tool in insuring center services meet the needs of customers.

As part of the on-going performance review, State staff continues to work with the WIBs to design programs and develop evaluation procedures to insure the achievement of negotiated levels.

State staff has met with the executive directors and Board Chairs as part of its on-going review and evaluation of the performance standards. Corrective action plans have been discussed and implemented in an effort to insure compliance.

Cost Benefit Analysis

As Rhode Island completes its fourth year of WIA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems.

Rhode Island's two Local Workforce Investment Boards receive 85% of the State allotment for adult, youth and dislocated worker programs. In PY2003 a total of 695 adults and 617 dislocated workers received services. Of those approximately 35%, or 455 individuals, participated in occupational skills training either through the ITA process or on-the-job training. In reviewing wage gain data for those who exited training, adults realized a 21% higher wage gain as compared with those who received core and intensive services only. As previously mentioned, both adult and dislocated worker performance standards were achieved.

Youth participation levels for this same time period were 86 older youth and 428 younger youth. Through improved management practices, strong partnerships with community organizations and leveraging resources beyond WIA funds, the state was able to achieve and, in some instances surpass, the negotiated youth performance standards for Program Year 2003.

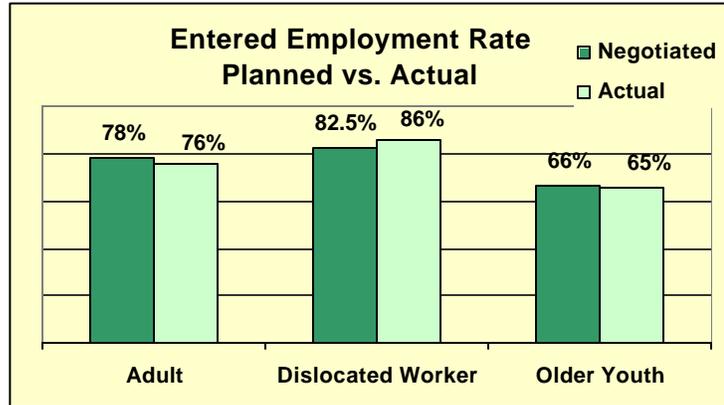
For PY03 the average cost per participant by funding stream is as follows:

Adults:	\$ 2,487
Dislocated Worker	\$ 2,234
Youth	\$ 5,298

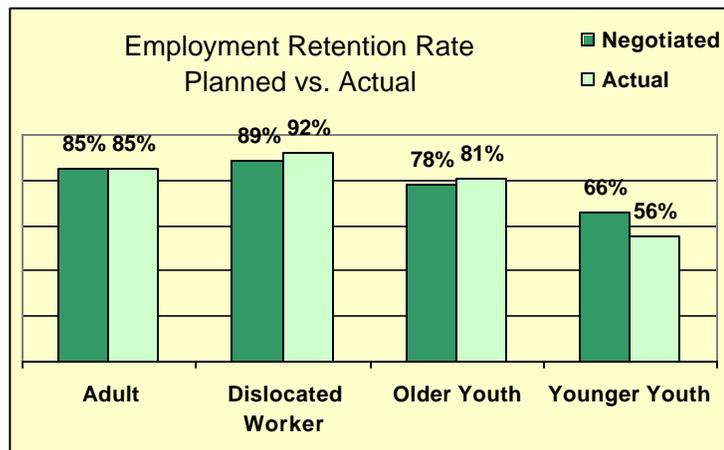
WIA Financial Statement for PY2003

Total Funds All Sources	Available	Expended	%Expended	Balance Remaining
Total Funds All Sources	\$ 9,170,859	\$ 8,635,349	94%	\$ 535,510
Adult Program Funds PY03/FY04	\$ 1,706,606	\$ 1,433,622	84%	\$ 272,984
<i>Carry-in Monies</i>	\$ 297,511	\$ 297,511	100%	0
Dislocated Worker Program Funds PY03/FY04	\$ 1,393,505	\$ 1,269,262	91%	\$ 124,243
<i>Carry-in Monies</i>	\$ 117,947	\$ 117,947	100%	0
Youth Program Funds PY03	\$2,083,258	\$1,975,434	95%	\$ 107,824
<i>Carry-in Monies</i>	\$ 837,684	\$ 837,684	100%	0
Local Administration Funds PY03/FY04	\$ 575,930	\$ 545,471	95%	\$ 30,459
<i>Carry-in Monies</i>	\$ 352,850	\$ 352,850	100%	0
Rapid Response Funds PY03/FY04	\$ 645,141	\$ 645,141	100%	0
<i>Carry-in Monies</i>	\$ 0	0		0
Statewide Activity Funds PY03/FY04	\$ 1,130,196	\$ 1,130,196	100%	0
<i>Carry-in Monies</i>	\$ 30,231	\$ 30,231	100%	0
Cost-Effectiveness				
Total			\$ 3,210	
Adult Programs			\$ 2,487	
Dislocated Worker Programs			\$ 2,234	
Youth Programs			\$ 5,298	

Performance At-a-Glance

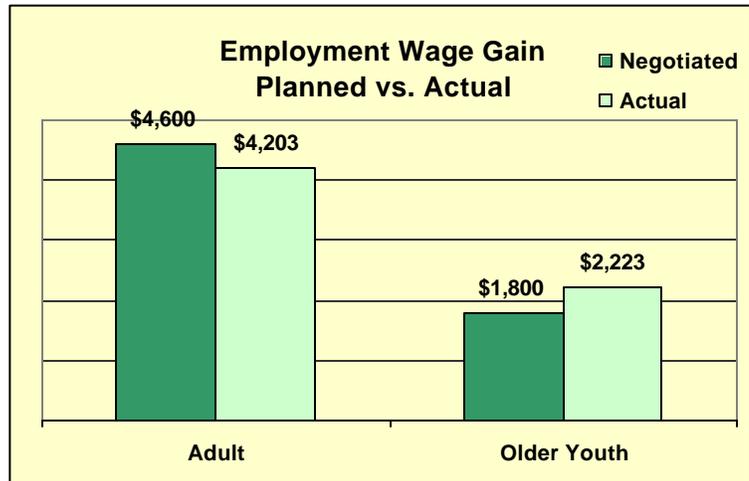


The Entered Employment Rate is the number of individuals by category (adult, dislocated worker, older youth) who entered employment by the first quarter after exit divided by the number of individuals within that category who exited.

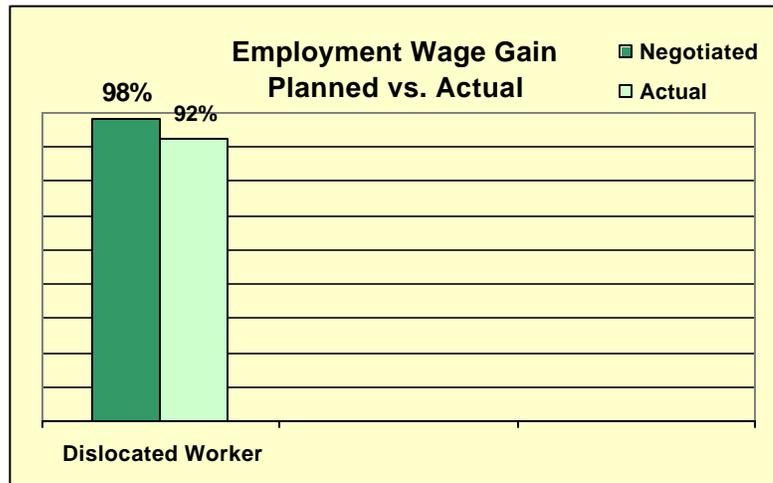


The Employment Retention Rate for adults, dislocated workers and older youth is the number of individuals who were employed in the first quarter after exit and remained employed by the third quarter after exit divided by the number of individuals who exited. For younger youth, retention includes those employed, enrolled in post secondary education, advanced training, military service and qualified apprenticeships.

Performance At-a-Glance

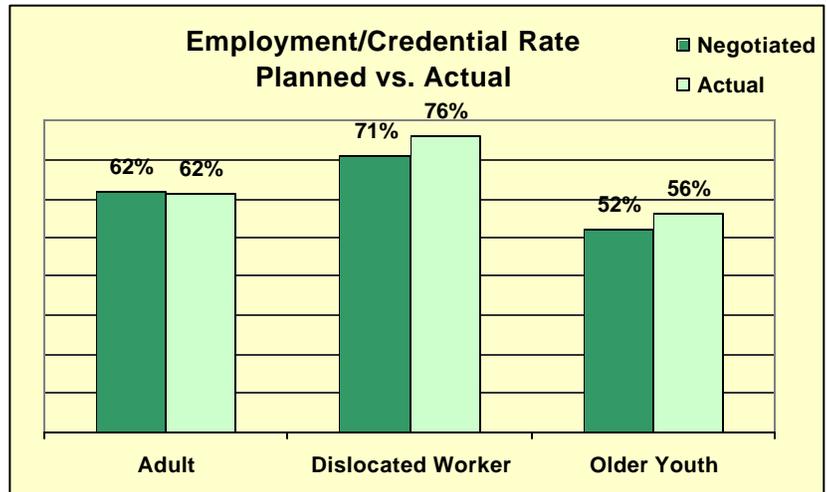


The Earnings Change for adults and older youth is intended to show an increase in wages when comparing the earnings in the 2nd and 3rd quarters prior to registration with the earnings the 2nd and 3rd quarters after exit.

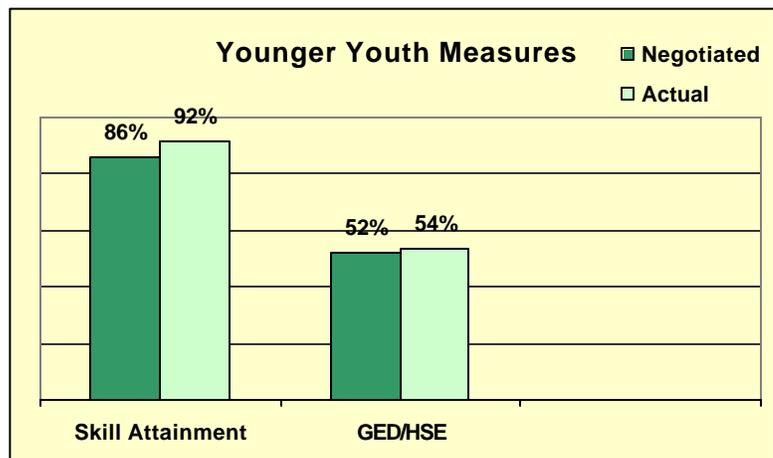


The Earnings Change for dislocated workers reflects a percent increase in wages when comparing the earnings in the 2nd and 3rd quarters prior to registration with the earnings the 2nd and 3rd quarters after exit.

Performance At-a-Glance



The Employment/Credential Rate for adults and dislocated workers enrolled in training is a measure of the numbers of individuals who were employed and also received a training credential. The criteria vary somewhat for older youth in that a credential does not have to be coupled with employment. It can be combined with employment, post-secondary education or entry into advanced training.



In addition to the Younger Youth employment retention rate identified above, performance is also calculated on Skill Attainment and High School Diploma/Equivalency. Skill attainment is an evaluation of basic skills, work readiness and occupational skill goals attained compared with the total goals met/not met.

Performance At-a-Glance



Utilizing the American Customer Satisfaction Index (ACSI), both participants and employers are surveyed regarding their satisfaction with services received. Responses are calculated and compared against negotiated levels.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level ACSI	Number of Customers Surveyed	Number of Customers Eligible for Survey	Number of Customers included in Sampling	Response Rate
Participants	75%	75.83	811	1210	1158	70%
Employers	71%	69.5	484	790	592	81.7%

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78%	75.80	411
			542
Employment Retention Rate	85%	84.70	310
			366
Earnings Change in Six Months	\$4,600	\$4,203	\$1,538,161
			366
Employment & Credential Rate	62%	61.5	219
			356

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	61.1	58 95	75	24 32	70.2	33 47	60
Employment Retention Rate	80.9	38 47	90	18 20	81	17 21	87.5	14 16
Earnings Change in 6 Months	\$3,070	\$144,306 47	\$8,000	\$159,995 20	\$6,802	\$143,832 21	\$6,598	\$105,566 16
Employment & Credential Rate	53.4	31 58	50	9 18	70	21 30	21.4	3 14

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 Rate	75.1	247 329	77
Employment Retention Rate	84.3	167 198	85.1	143 168
Earnings Change in 6 Months	\$4,579	\$906,623 198	\$3,782	\$631,538 168

Table E – Dislocated Worker Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	82.5%
Employment Retention Rate	89%	91.8	381 415
Earnings Replacement in 6 Months	98%	92.2	\$5,223,495 \$5,664,557
Employment and Credential Rate	71%	76.1	153 201

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	84.1	37	89.5	17	75	27	0
	44		19		36			
Employment Retention Rate	90.3	28	100	14	91.2	31	0	0
		31		14				34
Earnings Change in 6 Months	94.8	\$465,554	89.3	\$180,512	77.3	\$330,030	0	0
		490,847		\$202,164				\$426,805
Employment & Credential Rate	78.9	15	66.7	4	55.6	5	0	0
		19		6				9

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 Rate	86.6	174	86.4
	201		250	
Employment Retention Rate	91.7	177	91.9	204
		193		222
Earnings Change in 6 Months	93.9	\$2,529,833	90.7	\$2,693,662
		\$2,694,506		\$2,970,051

Table H – Older Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66%
			52
Employment Retention Rate	78%	80.8	42
			52
Earnings Replacement in 6 Months	\$1,800	\$2,223	\$111,130
			50
Credential Rate	52%	56.1	32
			57

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out of School Youth	
	Entered Employment Rate	68.4	13 19	0	0 1	50	1 2	66
Employment Retention Rate	85.2	23 27	0	0 1	100	3 3	80.4	41 51
Earnings Change in 6 Months	\$1,990	\$51,749 26	0	0 1	\$2,294	\$6,881 3	\$2,210	\$108,292 49
Credential Rate	52.4	11 21	0	0 1	0	0 2	56.4	31 55

Table J – Younger Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	86%	91.6	838
			915
Diploma/Equivalent Attainment Rate	52%	53.5	61
			114
Retention Rate	52%	55.6	80
			144

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out of School Youth	
	Skill Attainment Rate	93.6	339	91.8	89	91
362			97		211	
Diploma/Equivalent Attainment Rate	52.6	20	75	6	45.7	42
		38		8		92
Retention Rate	56.7	34	36.4	4	53.8	63
		60		11		117

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (adult/older youth)		Placements for Participants in Non-traditional Employment		Wage at entry into employment for those who entered unsubsidized employment		Entry into unsubsidized employment related to the training received of those who completed training	
Adults	74.6	191	\$3,478	\$876,425	1.5	6	\$4,226	\$1,732,789	75.9	110
		256		252		411		410		145
Dislocated Workers	88.1	369	91.2	\$5,126,980	3.1	12	\$6,057	\$2,349,957	79.3	119
		419		\$5,623,859		390		388		150
Older Youth	79.1	34	\$1,194	\$47,770	0	0	\$1,755	\$59,658		
		43		40		34		34		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	696	572
Dislocated Workers	621	470
Older Youth	98	50
Younger Youth	433	445

Total N – Cost of Program Activities

Program Activity		Federal Spending Total
Local Adults		\$ 1,731,133
Local Dislocated Workers		\$ 1,387,209
Local Youth		\$ 2,813,118
Rapid Response		\$ 645,141
Statewide Allowable Activities	Program Activity Description	\$ 1,160,427
	AFL-CIO	\$ 134,620 (non-add)
	Forward March	\$ 273,592 (non-add)
		\$
		\$
		\$
		\$
Total of All Federal Spending Listed Above		\$ 7,737,028

Table O – Local Performance

Local Area Name		Adults	253
Greater Rhode Island	Total Participants Served	Dislocated Workers	378
		Older Youth	37
		Younger Youth	224
ETA Assigned #		Adults	222
<u>44015</u>	Total Exiters	Dislocated Workers	329
		Older Youth	19
		Younger Youth	245
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	76.4
	Employers	71	69.8
Entered Employment Rate	Adults	78	75
	Dislocated Workers	82.5	86.6
	Older Youth	66	64
Retention Rate	Adults	85	85.4
	Dislocated Workers	89	93.8
	Older Youth	78	78.6
	Younger Youth	57	60
Earnings Change/Earnings Replacement in 6 Months	Adults	\$4600	\$4,955
	Dislocated Workers	98	87.7
	Older Youth	\$1800	\$1,707
Credential/Diploma Rate	Adults	62	56.3
	Dislocated Workers	71	75.7
	Older Youth	52	57.7
	Younger Youth	52	72
Skill Attainment Rate	Younger Youth	86	88.8
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels	Not Met	Met	Exceeded
	0	17	17

Table O – Local Performance

Local Area Name Providence/Cranston	Total Participants Served	Adults	208
		Dislocated Workers	113
		Older Youth	61
		Younger Youth	208
ETA Assigned # <u>44005</u>	Total Exitors	Adults	140
		Dislocated Workers	85
		Older Youth	31
		Younger Youth	198
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	76
	Employers	71	68.2
Entered Employment Rate	Adults	78	85.4
	Dislocated Workers	82.5	89.5
	Older Youth	66	66.7
Retention Rate	Adults	85	88.7
	Dislocated Workers	89	88.7
	Older Youth	78	83.3
	Younger Youth	57	51.4
Earnings Change/Earnings Replacement in 6 Months	Adults	\$4600	\$4,002
	Dislocated Workers	98	104.6
	Older Youth	\$1800	\$2,781
Credential/Diploma Rate	Adults	62	74.2
	Dislocated Workers	71	78
	Older Youth	52	54.8
	Younger Youth	52	40.3
Skill Attainment Rate	Younger Youth	86	95.7
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels		Not Met	Met
		2	15
			Exceeded
			15

WIA Annual Report Data

State Name: RI

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	75	75.83	811	1,210	1,158	70
Employers	71	69.5	484	790	592	81.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	75.8	411
			542
Employment Retention Rate	85	84.7	310
			366
Earnings Change in Six Month	4,600	4,203	1,538,161
			366
Employment and Credential Rate	62	61.5	219
			356

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	61.1	58	75	24	70.2	33	60	15
		95		32		47		25
Employment Retention Rate	80.9	38	90	18	81	17	87.5	14
		47		20		21		16
Earnings Change in Six Months	3,070	144,306	8,000	159,995	6,802	142,832	6,598	105,566
		47		20		21		16
Employment and Credential Rate	53.4	31	50	9	70	21	21.4	3
		58		18		30		14

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	75.1	247	77	164
		329		213
Employment Retention Rate	84.3	167	85.1	143
		198		168
Earnings Change in Six Months	4,579	906,623	3,759	631,538
		198		168

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82.5	86.5	390
			451
Employment Retention Rate	89	91.8	381
			415
Earnings Replacement in Six Months	98	92.2	5,223,495
			5,664,557
Employment and Credential Rate	71	76.1	153
			201

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.1	37	89.5	17	75	27	0	0
		44		19		36		1
Employment Retention Rate	90.3	28	100	14	91.2	31	0	0
		31		14		34		1
Earnings Replacement Rate	94.8	465,554	89.3	180,512	77.3	330,030	0	0
		490,847		202,164		426,805		1
Employment And Credential Rate	78.9	15	66.7	4	55.6	5	0	0
		19		6		9		1

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	86.6	174	86.4
201			250	
Employment Retention Rate	91.7	177	91.9	204
		193		222
Earnings Replacement Rate	93.9	2,529,833	90.7	2,693,662
		2,694,506		2,970,051

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66
Employment Retention Rate	78	80.8	52
			42
Earnings Change in Six Months	1,800	2,223	111,130
			50
Credential Rate	52	56.1	32
			57

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	68.4	13	0	0	50	1	66
19			1		2		50	
Employment Retention Rate	85.2	23	0	0	100	3	80.4	41
		27		1		3		51
Earnings Change in Six Months	1,990	51,749	0	0	2,294	6,881	2,210	108,292
		26		1		3		49
Credential Rate	52.4	11	0	0	0	0	56.4	31
		21		1		2		55

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	86	91.6	838
Diploma or Equivalent Attainment Rate	52	53.5	61	114
Retention Rate	66	55.6	80	144

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	93.6	339	91.8	89	91	192
		362		97		211
Diploma or Equivalent Attainment Rate	52.6	20	75	6	45.7	42
		38		8		92
Retention Rate	56.7	34	36.4	4	53.8	63
		60		11		117

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	74.6	191	3,478	876,425	1.5	6	4,226	1,732,789	75.9	110
		256		252		411		410		145
Dislocated Workers	88.1	369	91.2	5,126,980	3.1	12	6,057	2,349,957	79.3	119
		419		5,623,859		390		388		150
Older Youth	79.1	34	1,194	47,770	0	0	1,755	59,658		
		43		40		34		34		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	696	572
Dislocated Workers	621	470
Older Youth	98	50
Younger Youth	433	445

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,731,133.00
Local Dislocated Workers		\$1,387,209.00
Local Youth		\$2,813,118.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$645,141.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,160,427.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	AFL-CIO	
	FORWARD MARCH	
Total of All Federal Spending Listed Above		\$7,737,028.00