

Commonwealth of Virginia

RE-ENGINEERING VIRGINIA'S WORKFORCE DEVELOPMENT SYSTEM

ANNUAL REPORT

FOR

WORKFORCE INVESTMENT ACT OF 1998

TITLE I-B ACTIVITIES

PROGRAM YEAR 2000

(July 1, 2000 to June 30, 2001)

Submitted by

Virginia Workforce Council and
Workforce Investment Act Unit of the Virginia Employment Commission

December 2001

Contents

Section 1. Transitioning to WIA

Introduction	3
Vision and Goals	3
Governance Structure	4
State Structure	4
Local Structure	4
Implementation Summary	5
Local Activities	7
Statewide Activities	9
Next Steps: Continuous Improvement	13

Section 2. WIA Title I-B Results

Analysis	14
Cost Effectiveness	15
Evaluation Activities	16
Tables (Narrative)	16 – 18
Tables	19 - 43

INTRODUCTION

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in the Commonwealth of Virginia on July 1, 2000. This first WIA annual report focuses on Virginia's opportunities and challenges during the transition year to a new statewide unified workforce development system.

For Program Year 2000, Virginia received \$37.4 million in WIA Title I-B funds from the United States Department of Labor (DOL). These funds help to ensure the continuation of publicly funded workforce development services to employers, job seekers and youth through a re-engineered state and local delivery system that links workforce development strategies with economic development initiatives.

VISION AND GOALS

VISION. . .

The vision for the Commonwealth is to have and promote a well-trained, well-educated, highly skilled and qualified workforce that is actively engaged in lifelong learning. This workforce will be critical to the attraction and retention of successful business and industry in the Commonwealth and will help ensure a desirable quality of life for all Virginians. Because of these demands for high performance, flexibility, and customer satisfaction, the Commonwealth's new workforce development system will ensure that Virginia's employers, jobseekers and workers coalesce to promote economic development throughout Virginia.

GOALS. . .

- Provide statewide leadership and promote leadership in the area of workforce development at the local level.
- Ensure continuous improvement in the workforce system and hold agencies, including education, training and apprenticeship providers, accountable for measurable outcomes.
- Create a statewide culture of lifelong learning.
- Develop workforce strategies that ensure economic growth in all geographic regions and balance the needs of the state's various industries.
- Understand the future needs of employers, workers and job seekers and overseeing the development of responsive programs to meet those needs.
- Identify and addressing the challenges and opportunities presented by a diverse workforce composed of youth, immigrants, the disabled, older workers, rural and urban poor, as well as more traditional workers.

- ◆ Leverage the Internet and information technology to build an integrated service delivery system that is responsive to workers and employers, while recognizing regional and local circumstances and needs.

GOVERNANCE STRUCTURE

STATE STRUCTURE

The Governor and the General Assembly created the Virginia Workforce Council (Workforce Council) in 1999 to coordinate policy planning and accountability for the Commonwealth's workforce development system.

The Workforce Council develops and approves the *State Unified Strategic Plan* for workforce development, the *Virginia Workforce Strategy*, and facilitates the coordination of state and federal workforce development programs. In addition, the Workforce Council helps to ensure that the state and local workforce development system is responsive to both employer and jobseeker needs, and links workforce development strategies with economic development initiatives. The Virginia Employment Commission and Virginia Community College System are the designated state agencies to assist the Workforce Council in carrying out its work.

The Virginia Employment Commission (VEC) is the state's WIA Title I-B Grant Recipient. The VEC's WIA Unit has administrative responsibility for WIA Title I-B and serves as the lead for the implementation of the Virginia Workforce Network, which is the state's WIA One-Stop workforce development service delivery system.

LOCAL STRUCTURE

The Virginia Workforce Network (Workforce Network) is the state and local workforce development delivery system. The Workforce Network is comprised of 17 certified Local Workforce Investment Boards (Local Boards), one for each of the Commonwealth's Local Workforce Investment Areas (Local Areas). The Workforce Network has 65 comprehensive and satellite Virginia Workforce Centers (one-stop centers) providing WIA Title I-B employment and training services under the leadership the Local Boards and Chief Local Elected Officials (local elected officials).

The Local Boards, in partnership with their local elected officials, promote the coordination and integration of various publicly funded employment and training services for jobseekers. The business-led Local Boards help to ensure that local workforce development activities are linked to economic development strategies and responsive to employer needs at the local level.

Each Local Board has a Governor and Workforce Council approved WIA strategic plan. The plans outline local workforce development strategies, employer and jobseeker needs, demand occupations and skills needed, and goals and objectives that are consistent with the Workforce Council's *Unified Plan* for workforce development and the *Virginia Workforce Strategy*. The

interdependency of the state Workforce Council and the Local Boards has strengthened the relationship between state and locally led workforce development efforts.

WIA IMPLEMENTATION SUMMARY

The passage of the WIA created a new opportunity for the Commonwealth to bring together several publicly funded employment and training programs into one comprehensive workforce development system. With this opportunity came a new beginning and several new challenges.

The Commonwealth chose to reengineer its existing fragmented employment and training service delivery structure under the Job Training Partnership Act (JTPA). Therefore, the initial year of the WIA was not only about the work of implementing a new workforce development system, but it also included the dismantling of the old employment and training service delivery structure, including the state and local governance structure.

Managing Change: Challenges and Opportunities

State Leadership

By Executive Order, the Governor and General Assembly established a new state-level workforce development board, the Virginia Workforce Council (Workforce Council). The Workforce Council replaced the Governor's Job Training Coordinating Council, and changed the state's emphasis from simply oversight of local employment and training programs to policy development for a statewide unified workforce development system.

State Administration and Oversight

The Governor's Employment and Training Department (GETD) was the state administrative and oversight agency for the JTPA. Under the Workforce Investment Act, the functions previously performed by the GETD were assigned to the Virginia Employment Commission (VEC). In the spring of 1999, the VEC established the Workforce Investment Act Unit (WIA Unit) to carry out the WIA statewide activities and to serve with the Virginia Community College System as co-staff to the Virginia Workforce Council (Workforce Council).

Local Leadership

The push and pull of change was felt at the local level during the process to designate Local Workforce Investment Areas. Throughout the process, the Governor and Workforce Council remained committed to the intent of the WIA regarding local decision-making, and encouraged local service delivery changes to be driven by local needs. As a result, Virginia experienced an increase in the number of local workforce geographic areas from 14 Service Delivery Areas under JTPA to 17 Local Workforce Investment Areas under the WIA.

The Commonwealth chose not to allow the Private Industry Councils (PICs) under JTPA to be grandfathered under the WIA. Therefore, each local area established a new Workforce Investment Board (WIB), made up of at least 51% of members from the private sector.

Local Administration and Oversight

Almost one-half of the local boards chose to create new staffing arrangements under the WIA, causing much debate between the local elected officials and newly appointed local board members. Therefore, many of the local areas encountered challenges regarding implementation of the WIA and development of a new local workforce development system due to the start-up time for new staff. New local boards coupled with new local staffs, resulted in a transition environment rather than an implementation framework for the WIA.

Capacity Building

The creation of a statewide workforce development system and the implementation of the new WIA one-stop service delivery structure required extensive technical assistance for system building at both the state and local levels. With the establishment of 17 local areas, 17 local boards, 17 local staffing arrangements, 17 new one-stop system operators and 65 comprehensive and affiliate centers, the Commonwealth has been challenged in adequately addressing the myriad of education and training needs of individuals who are creating the workforce development system, as well as to those providing services through the system.

It is important to note that during the implementation year of the WIA, Virginia needed to bring a system together that allowed for the seamless transition for workforce development services provided under from programs under the Job Training Partnership Act to those programs developed in response to the Workforce Investment Act. Therefore, initially the majority of capacity building focused on transition issues rather than implementation strategies.

Information Management

The Mid-Atlantic Career Consortium (MACC) was created to address the need for an information system to meet WIA reporting and program management needs. Full implementation of the MACC system is expected to occur in the summer of 2002, at which time the Commonwealth will be better able to capture and report program effectiveness.

In lieu of having a fully implemented system of record keeping for programs under the WIA, the Commonwealth reprogrammed the JTPA information system for WIA tracking purposes. State and local staff have been encumbered by the interim information management system, which has several limitations regarding data entry and analysis.

Customer Choice: Meeting Employer and Jobseeker Needs

Balancing employer and jobseeker needs has been encumbered by differing philosophies and approaches to designing a new workforce development system. Early interpretations of the WIA aligned with “work first” principles, and were reflective of the Commonwealth’s low unemployment rate. This encouraged local areas to create tiered services focusing on employing jobseekers, rather than providing them with intensive and training services that lead to enhanced employment.

As the system and interpretations have evolved, so has the approach to system design and service delivery. The State and local areas continue to engage in meaningful discussion on how to provide service choice in meeting both customers’ needs, while ensuring that the

workforce development system produces the needed results to contribute to the economic vitality of the Commonwealth.

LOCAL ACTIVITIES

Adult and Dislocated Worker funds received by the Commonwealth were allocated to the Local Workforce Investment Areas (Local Areas) for the provision of core, intensive and training services through the local one-stop service delivery system. The Local Workforce Investment Boards (Local Boards) determine the appropriate mix of services, consistent with strategies contained in their local strategic plan.

Local Areas coordinate resources from all of the partner entities to maximize WIA funds. Memoranda of Understanding have been developed to capture the local agreements for resource sharing and cost allocation. In addition, several Local Areas have been awarded other DOL grants to enhance services provided to employers and jobseekers. There is insufficient data to determine the impact that resource sharing has had on WIA expenditures, which have been lower than expected.

Customer choice is a priority in the Virginia Workforce Network. Customers are made aware of the various services available through each of the partner entities and/or contracted service providers at the Virginia Workforce Centers. The statewide eligible training provider list is maintained so that customers will be aware of those who offer training in identified demand occupations. The use of Individual Training Accounts (ITAs) allows jobseekers to benefit from the customer choice envisioned under the WIA.

Case management services, which accompany training services, ensure that the participant exercises his/her power of choice in the context of individualized assessment, career counseling and guidance. Case managers help participants use their individual information to develop a career plan that leads to employment and self-sufficiency.

The following services provide the local framework for the types of employment and training activities made available through the local one-stop service delivery structure:

Core Services

- ◆ Provision of employment information, including job vacancy listings, skills necessary to obtain employment in specific jobs and demand occupations as well as the expected earnings and skill requirements for those occupations in the local, regional and national labor markets,
- ◆ Provision of information regarding filing claims for unemployment compensation,
- ◆ Determinations of eligibility for services requiring criteria-tested eligibility,
- ◆ Outreach and orientation to CareerConnect and other One-Stop services,
- ◆ Provision of information on eligible providers of training services,
- ◆ Provision of information on the availability of supportive services, including child care and transportation, and referral to such services, as appropriate,

- ◆ Assistance in establishing eligibility for welfare-to-work activities and other financial aid for training and education not funded under WIA,
- ◆ Job search and placement assistance and, when appropriate, career exploration/facilitation,
- ◆ Initial assessment of skill levels, aptitudes, abilities and supportive service needs, and
- ◆ Follow-up services.

Intensive Services

Intensive services are provided when it is determined through an initial assessment that the individual is unable to obtain/retain employment through core services. Intensive services are provided based upon the Local Board's established policies on priority of services.

- ◆ Comprehensive and specialized assessments of skill levels and service needs that may include diagnostic testing and in-depth interviewing to identify employment barriers and employment goals,
- ◆ Development of an individual employment plan to identify the employment goals and appropriate combination of service for the participant to achieve the employment goals,
- ◆ Group counseling,
- ◆ Individual counseling and career planning,
- ◆ Case management for customers seeking training services, and
- ◆ Short-term prevocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for unsubsidized employment or training.

Training Services

Training services are provided when it has been determined by interview, evaluation, or assessment that an individual is unable to obtain/retain employment through intensive services.

- ◆ Occupational skill training, including training for non-traditional employment,
- ◆ On-the-job training,
- ◆ Programs that combine workplace training with related instruction, which may include cooperative education programs,
- ◆ Training programs operated by the private sector,
- ◆ Skill upgrading and retraining,
- ◆ Entrepreneurial training,
- ◆ Job readiness training,
- ◆ Adult education and literacy activities provided in combination with other skill training services listed above, and
- ◆ Customized training conducted with a commitment by an employer or group of employers to employ those who successfully complete training.

Local boards have the flexibility to customize workforce services to meet the needs of their community. Local boards will continue to explore possibilities to provide value-added and enhanced workforce investment services to employers and jobseekers, including the expanded use of customized and on-the-job training. As Virginia continues to fully implement the WIA, local areas will be encouraged to continuously improve their local workforce development delivery system, including the review of local structures, processes, policies and services.

STATEWIDE ACTIVITIES

The stage has been set in Virginia to embrace the unique challenge presented by the United States Congress in developing a unified workforce development system across multiple department and agency lines. During Program Year 2000, statewide activities primarily focused on transitioning to a new workforce development system under the WIA.

This section summarizes statewide activities outlined under WIA Title I-B Sec.134(a)(2)(B) and Sec.134(a)(3)

Statewide Rapid Response Activities

The Virginia Employment Commission State Dislocated Worker Unit (DWU) is responsible for providing rapid response activities that are carried out in local areas in collaboration with local Workforce Investment Board staff. Upon a receipt of a Worker Adjustment and Retraining Notification (WARN) letter, including mass layoffs and plant closures or other dislocation events, immediate contact is made with the employer, representatives of affected workers, and the local community.

During Program Year 2000 (July 1, 2000 – June 30, 2001), the DWU received a total of 85 WARN notices affecting a total of 15,597 workers. During this same period, DWU staff, working through the local One-Stop Career Center System, helped to coordinate the provision of appropriate employment transition services to over 20,000 dislocated workers affected by 130 plant closings or mass layoffs statewide.

In response to the increased number of layoffs and closings, and the proportionate drain on the formula dislocated worker funds allocated to the local areas, the state developed a process that would allow local Boards to request additional funding from the 25% Statewide Rapid Response funds. The first two (2) grants were awarded to the Capital Area Board and the Richmond Board during May 2001.

Developing a Fiscal and Management Accountability Information System

The Mid-Atlantic Career Consortium system (MACC) has been under development during PY 2000 and will be implemented in the summer of 2002. MACC is a new statewide information technology system that will support case management, labor exchange, management information and performance measures for WIA.

Over the past year, WIA Title I-B funds, along with CareerConnect and other DOL grant funds, have been committed to ensure the development and implementation of the MACC system.

Programming, testing, training, and technical assistance have been a major focus of state and local entities.

State List of Eligible Training Providers

The Eligible Training Provider List (ETPL) is a single list of the providers who have been approved by local boards in the Commonwealth, including program cost information. Individuals eligible to receive WIA funded training services have the opportunity to select any of the eligible providers, from any of the local areas in the State, that are included on the approved list. These programs are accessible to the public via the Virginia Employment Commission's (VEC) website at www.vaworkforce.com/public/traininglist/trainingsearch.asp.

The VEC Information Technology (IT) and WIA staff are currently working with Local Workforce Investment Board (Local Board) staff to provide local access and training on the ETPL system module. It is anticipated that training and access to the information system will be completed on or about February of 2002. Other important WIA activities include the formation of a workgroup of field personnel to identify potential problems and solutions with all aspects of the ETP process. One of the biggest problems currently facing Virginia with the ETP process is the obtaining of the required performance information for determining the subsequent eligibility of training providers. Specifically, universities and community colleges are reporting problems with submitting the performance information on "all students," which are mandated performance measures in the subsequent eligibility process.

The WIA staff is also working closely with VEC IT personnel on the development of the ETPL module of the next generation of the statewide information management system that will be finalized on or about July 1 of 2002.

Local Area Performance Related Incentive Grants and Technical Assistance

The Virginia Workforce Council envisions a high performance workforce investment system – a system that is customer-driven, results oriented, flexible and continuously improving. Continuous improvement is aimed at improving outcomes for the customers by enhancing system-wide performance. This involves effective alignment of system-wide resources to achieve performance excellence; and the recognition and award of top performers within the system. The Commonwealth has both monetary and non-monetary awards as recognition for top performers.

Monetary Awards

Pursuant to Section 136 of the WIA, the U. S. Department of Labor has established performance standards to measure the results of programs under Title I of the WIA. Guidelines and criteria for performance management in the Commonwealth are outlined in Policy 00-11 of the Virginia Employment Commission, Workforce Investment Act Unit. The Commonwealth of Virginia will reward local performance in two monetary categories, Exemplary Performance and Local Coordination, and Exemplary Performance and Regional Cooperation.

From the funds available each year for incentive awards, four incentive awards will be provided to Local Boards on a competitive basis. Two of these incentive awards will be conferred for exemplary performance and local coordination and two incentive awards will be conferred for

exemplary performance and regional cooperation. Incentive funds may be used to carry out local coordination and regional cooperation activities and services, as allowed under WIA title I-B, to target populations and staff incentives.

Non-Monetary Award

Governor's Award for Best Practices in Workforce Development

The Governor's Award for Best Practices in Workforce Development is the top Workforce Investment Act Award given by the Virginia Workforce Council. The award is presented on a competitive basis for outstanding performance by a Local Workforce Investment Board (LWIB) or Comprehensive Virginia Workforce System Center.

The WIA requires that State Governors ensure that the principles of continuous improvement are embedded in workforce development to improve the quality of training programs and increase the satisfaction of program customers. The Virginia Workforce Council created this award to recognize the commitment of WIA organizations to continuous improvement of work practices in workforce development.

Assisting in the Establishment and Operation of the One-Stop Delivery System

The one-stop workforce development system in the Commonwealth of Virginia is called the "Virginia Workforce Network." A total of 65 Virginia Workforce Centers affiliate sites have been designated by the local boards.

The Virginia Workforce Network is the interface for employers, jobseekers and workforce development partners at the local level. Virginia Workforce Centers provide access to partner employment and training services, allowing employers and jobseekers to obtain needed information at one location. Program information and access to services coordinated through Virginia Workforce Network partners include 14 required federal employment and training programs.

As the administering state agency for the WIA, the VEC's WIA Unit has assisted the Virginia Workforce Council and local boards in establishing the Virginia Workforce Network through the development of policies and a series of training sessions. The WIA Unit provides customized technical assistance to local boards for local workforce investment system development and WIA Title I-B program design. In addition, the WIA Unit provides facilitation and mediation services to local boards.

The chartering of Virginia Workforce Centers will involve increasingly difficult levels or steps of continuous improvement. The first level or Level I certification involves WIA compliance and attests that the Center is fully compliant with the Workforce Investment Act. Level I certification will be performed by WIA Unit and must be accomplished during the Center's first year of program operation.

Center certification for successive years (e.g. Level II, III, etc.) is based upon the Malcolm Baldrige principles for continuous improvement. The WIA Unit has contracted with the California Center for Excellence to design a process that ensures that continuous improvement principles are properly implemented in the daily operations of a Center. It is envisioned that a

combination of VEC staff, mandated partner staff, and staff from Local Boards will conduct the chartering certifications for all levels above Level I. Centers will have to use increasingly higher levels of continuous improvement principles to receive annual re-certification.

Conducting Evaluations

Virginia went through significant changes from the Job Training Partnership Act program to the implementation of the Workforce Investment Act. Program evaluation is seen as critical to the evolution of quality programs. During PY 2000 the Commonwealth was not able to devote sufficient staff time to the development of evaluations that measure the impact of WIA funded employment and training programs. Several discussions have ensued regarding how best to perform state level evaluation functions, especially considering the fact that the Commonwealth will have used three different information systems during the first three years of the WIA.

Capacity Building and Technical Assistance

The Commonwealth has engaged in numerous capacity building activities, including: a conference on economic development and workforce development for key policy leaders; a conference on the use of Malcolm Baldrige principles; and technical training sessions on the regulations, state policies and other operational issues related to implementation.

Providing Assistance to Local Youth Councils

The WIA unit, in concert with the DOL/ETA Region II Office of Youth Services, conducted a series of technical assistance sessions for local Youth Councils. The sessions included: providing the Youth Councils with the Virginia Workforce Council's Youth Vision Statement; Youth Councils 101 – Workforce Investment Act Requirements; and, Youth Councils 102 – Building a Youth Development System with Performance Accountability in Your Community. The sessions enabled local Youth Councils to engage in activities and discussion, increasing their knowledge of their roles and responsibilities under the WIA, and moving them toward the full implementation of a comprehensive youth investment system in their local area.

Allowable State Activities – Education for Independence, Virginia Skills Centers

Through action of the General Assembly, the Commonwealth funds two allowable statewide activities with WIA state set aside funds. *Education For Independence* is a statewide program that targets single parents, displaced homemakers, single pregnant women, teenage mothers and women in non-traditional training and high technology careers. The programs are located at Virginia Community College Campuses, and administered by the Department of Education.

Virginia Skills Centers are located throughout the Commonwealth and serve as regional occupational skills training facilities. The *Virginia Skills Centers* typically target adults who have been dislocated from employment, or who are underemployed or unemployed. The *Skills Center* staff work with local employers to design curriculum based on occupational competencies for careers in technology.

NEXT STEPS: CONTINUOUS IMPROVEMENT

As the Virginia Workforce Network continues to refine work processes and programs to better meet the needs of employers and jobseekers, it will focus on results that make a positive difference at both the state and local levels.

The economic landscape and workforce development needs were markedly different in July of 2000 when the Commonwealth began transitioning to the WIA. Since then, Virginia has experienced an increase in unemployment and the number of layoffs. This reality, coupled with the economic downturn and shift in economic structure from textile and furniture manufacturing industries to high technology industries, will impact the type workforce development services provided to Virginia's employers and jobseekers in the future.

Virginia is committed to the continuous improvement of the Virginia Workforce Network and WIA funded programs and services. The Workforce Investment Act (WIA) Unit of the Virginia Employment Commission will continue to assist state and local workforce development leaders and professionals by facilitating processes that result in a system that has universal access, provides customer choice, integrates workforce investment services, and is performance-driven.

The WIA Unit will continue to provide training and technical assistance on the application of Malcolm Baldrige principles and quality improvement tools. Policies and guidance for various components of the Virginia Workforce Network, including One-Stop chartering, will all be aimed at system improvement. Additionally, as Virginia migrates to the information management system created under the auspices of the Mid-Atlantic Career Consortium, opportunities to better measure and evaluate improvements in WIA programs will be available to the workforce development system.

WIA TITLE I-B RESULTS

This section provides the required portions of the Commonwealth of Virginia's Title I-B Annual Report. This section includes:

- Overall Analysis of Title I-B Funded Activities
- Cost Effectiveness of Workforce Development Activities and Performance of Participants
- Evaluation of Workforce Development Activities
- Table Section – State and Local Negotiated Levels of Performance and Actual Performance

ANALYSIS

Program Year 2000 was the first year of the Workforce Investment Act (WIA) services in Virginia. With the changes that occurred in Virginia, the new performance and accountability system mandated under the WIA provided unique challenges to the new workforce development system.

Separate funding streams have been provided for the adult, dislocated workers, older youth, and younger youth populations. Each population has its own set of performance measures covering employment rates, retention in employment, earnings, and credential attainment. Customer satisfaction is measured for both employers and program participants using a telephone survey.

There are seventeen (17) performance measurements under the WIA. Each of these measures has a precise definition. Performance measurement has evolved from the termination-based standards of the Comprehensive Employment and Training Act (CETA) and early Job Training Partnership Act (JTPA), to post-program measures of late JTPA, to measurements based on Unemployment Insurance data under the WIA.

Virginia is developing policies and procedures to deal with credential attainment, which is a critical part of the WIA performance management process. The development of the Mid-Atlantic Career Consortium (MACC) system with Maryland, Pennsylvania and West Virginia should provide the Commonwealth with an opportunity to engage other organizations in capturing the needed credentialing attainment information.

The measures negotiated by the Virginia Employment Commission (VEC) and the Region II office of the U.S. Department of Labor's Employment and Training Administration were higher than other State's within Region II. The significant changes that Virginia undertook in the transition from JTPA to the WIA may have impacted Virginia's success in performing relative these standards. The use of JTPA data as a base for the Program Year 2000 performance cycle provided some unique challenges: program emphasis was different, and the performance standards process took into consideration the socio-economic characteristics of individuals served by the program, as well as, the conditions within a local service delivery area.

For measures negotiated with the Department of Labor, Virginia exceeded all of the wage related standards and the customer satisfactions measures. The older youth entered employment rate and younger youth skill attainment rates were exceeded for Program Year 2000. In the remaining standards Virginia's performance can be viewed with potential for improvement in the future. For the adult entered employment rate, adult six month retention, dislocated worker entered employment rate, dislocated worker six month retention, and older youth six month retention rate, improved results in the future are expected with the maturation of the workforce development system.

Virginia performed at an average of 80-percent of the adult programs targets and 84-percent of the dislocated worker targets. Performance within the other segments of the program provided mixed results: older youth 90-percent of target, younger youth 41-percent of target, employer customer satisfaction 107-percent of target, and program participant customer satisfaction 106-percent of target. Attainment of all performance standards will provide opportunities for improvement in the future.

Virginia's performance is good, given the changes that were undertaken in Program Year 2000. Transitioning from JTPA to WIA was more challenging than many had imagined, and the system's overall performance reflects the transition.

COST EFFECTIVENESS

Cost effectiveness is normally based on an analysis of the cost of a service compared to the results of the services rendered. The first program year of the Workforce Investment Act (WIA) concluded in June 2001, so actual results of WIA funded services may not be available for several years. Until more comprehensive studies are conducted and performance data becomes more reliable, the Commonwealth must rely on the rough estimates of possible results based on cost and service figures from the first year of service for the WIA.

The Commonwealth's 17 local workforce areas expended \$17.6 million on workforce investment services during Program Year 2000, serving 8,576 participants, at an average cost of \$2,057 as shown below.

Target Population	PY 2000 Participants	PY 2000 Expenditures	Cost per Participant
Adults	2282	\$6,326,210	\$2,772
Dislocated Workers	2336	\$4,468,106	\$1,913
Youth	3958	\$6,844,017	\$1,729
Total	8576	\$17,638,333	\$2,057

Many of these program participants have not completed participation in WIA services. Overall results of provided services will not be known for several years. However, it is possible to show the potential impact of WIA benefits by examining results for participants exiting JTPA during the last full program year under JTPA (July 1, 1999 – June 30, 2001).

During Program Year 1999, the number of individuals completing employment and training services was 5,103. Seventy-percent of the Adult participants and seventy-seven-percent of the Dislocated Worker participants found employment during the four quarters following their exit, earning an average of \$22,040.

Assuming that WIA Adults and Dislocated Workers will earn the same average amount during the year following their program exits, the \$10.8 million spent on this population may be followed by \$83.9 million in first-year participant earnings. During the first year following WIA program completion, Adult and Dislocated Worker participants earn roughly eight (8) times the amount spent per year on workforce investment services.

Target Population	Number of PY 1999 Exitors	Percent Employed	Average Earnings	Projected First Year Earnings of PY 2000 WIA Participants
Adults	2,526	70%	\$16,300	\$28,769,500
Dislocated Workers	2,577	77%	\$27,780	\$55,171,080
Total	5,103	74%	\$22,040	\$83,940,580

The local boards had to develop Youth Councils and issue RFPs for program providers prior to becoming operational. The time required for this to occur resulted in a low number of enrollments for youth services.

EVALUATION OF WORKFORCE DEVELOPMENT ACTIVITIES

Virginia went through significant changes from the Job Training Partnership Act program to the implementation of the Workforce Investment Act. Program evaluation is seen as critical to the evolution of quality programs. During PY 2000 the Commonwealth was not able to devote sufficient staff time to the development of evaluations that measure the impact of WIA funded employment and training programs. Several discussions have ensued regarding how best to perform state level evaluation functions, especially considering the fact that the Commonwealth will have used three different information systems during the first three years of the WIA.

TABLES

The following data tables represent that results of the Workforce Investment Act (WIA) programs during Program Year 2000. Although the concept of an “annual report” encourages the reporting of performance and programmatic information for a 12-month period, the reality of the WIA reporting system expands the annual report timeframe beyond the traditional model. Data presented in this report covers several reporting cycles and two major employment and training/workforce development legislative initiatives. The use of Unemployment Insurance data

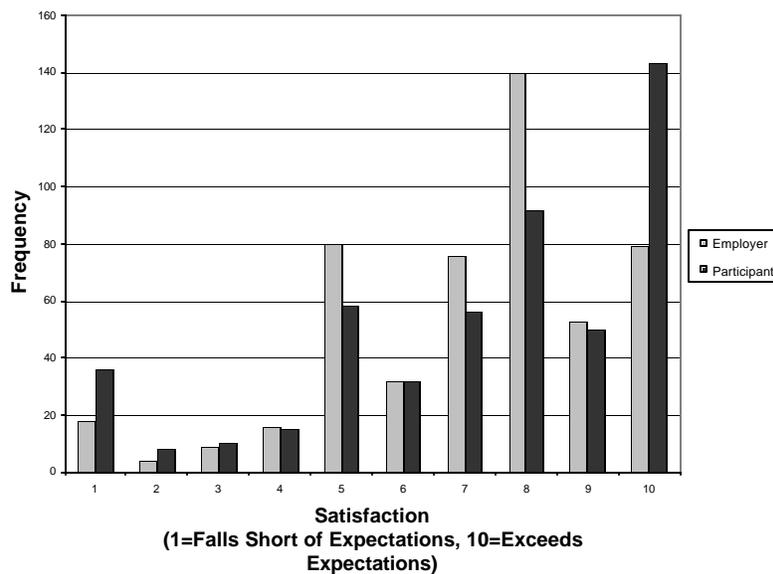
was a challenge for the system because of time lags in the availability of the data source and the application to a workforce investment program.

Program Year 2000 is viewed as a transition year, and the results are reflective of the issues related to moving from one program philosophy to another. Development of training and awareness opportunities should improve the performance relative to some of the standards that were problematic for Virginia and the seventeen local workforce areas.

Of the Program Year 2000 performance at the State level, Virginia exceeded 10 of the 17 negotiated or National levels of performance. Of the 289 standards at the local workforce investment area level, Virginia local workforce areas exceeded 158 or 54.6 percent of the total. Local areas met 27 out of 289 or 9.3 percent of the total. The remaining standards fell below the 80 percent level. The credential related standards for adults, dislocated workers, and older youth were missed by all of the workforce areas. This is due, in part, to the change in overall program emphasis and delays in getting some of the local areas totally operational.

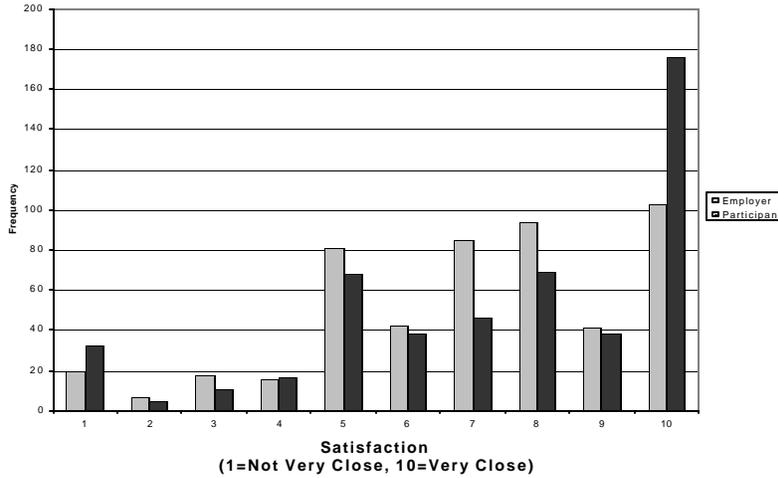
Virginia Commonwealth University’s Survey Research and Evaluation Laboratory conducted the customer satisfaction survey. The survey includes three questions that all states are required to include in their customer satisfaction survey. Customer satisfaction performance measures for employers and jobseekers exceeded PY 2000 negotiated levels. The negotiated program participant measure was 68 and the actual level attained was 72. The negotiated employer score was 66 and the actual level attained was 71.

Figure A - Expectations Met by Services



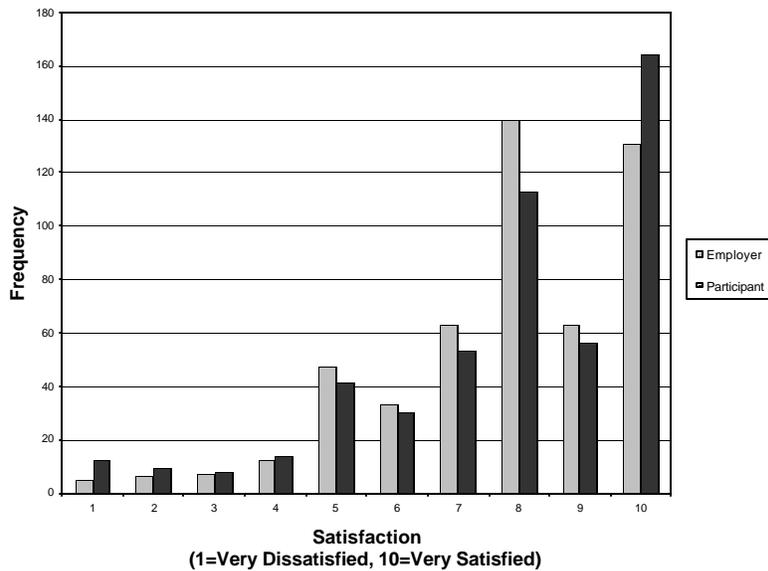
Both employers and participants expressed a high level of satisfaction with services meeting their expectations (Figure A).

Figure B - Received Services Compared to Ideal Services



Most employers and jobseekers felt that the actual services they received were close to the ideal services that could be provided (Figure B).

Figure C - Overall Satisfaction With Services



Both employers and jobseekers expressed general satisfaction with the workforce investment services provided (Figure C).

TABLES

Table A – Workforce Investment Act Satisfaction Results

Table B – Adult Program Results

Table C – Outcomes for Adult Special Population

Table D – Other Outcome Information for the Adult Population

Table E – Dislocated Worker Program Results

Table F – Outcomes for Dislocated Worker Special Populations

Table G – Other Outcome Information for the Dislocated Worker Program

Table H – Older Youth Results

Table I – Outcomes for Older Youth Special Populations

Table J – Younger Youth Results

Table K – Outcomes for Younger Youth Special Populations

Table L – Other Reported Information

Table M – Participation Levels

Table N – Cost of Program Activities

Table O – Local Performance

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – 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	68	72.39	500	2103	1282	72
Employers	66	70.73	507	3467	1583	52

Table B – Adult Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	66.8	1,198
			1,794
Employment Retention Rate	82	79.3	1,334
			1,683
Earnings Change in Six Months	\$2,600	\$3,324	\$5,594,333
			1,683
Employment and Credential Rate	60	1.2	22
			1,874

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Services or Training		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	66.5	183	69.6	78	57.1	76	40.0
		275		112		133		50
Employment Retention Rate	79.3	192	68.8	75	74.5	70	83.9	26
		242		109		94		31
Earnings Change in Six Months	\$3,365	\$814,348	\$2,139	\$233,147	\$2,106	\$197,946	\$3,464	\$107,382
		242		109				31
Employment and Credential Rate	1.4	4	1.7	2	0.8	1	2.0	1
		280		115		118		50

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	70.5	650	62.8
		922		872
Employment Retention Rate	79.8	737	78.7	597
		924		759
Earnings Change in Six Months	\$3,492	\$3,226,376	\$3,120	\$2,367,957
		924		759
Employment and Credential Rate	INA	INA	INA	INA
		INA		INA

Table E – Dislocated Worker Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77	69.5	2,538
			3,650
Employment Retention Rate	90	88.1	2,237
			2,538
Earnings Replacement Rate in Six Months	92	136.0	\$29,050,470
			\$21,367,865
Employment and Credential Rate	60	0.9	27
			2,949

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	68.5	255	62.6	87	57.7	269	0.0
		372		139		466		0
Employment Retention Rate	85.1	217	81.6	71	83.3	224	0.0	0
		255		87		269		0
Earnings Retention in Six Months	138.0	\$3,662,389	138.0	\$864,908	105.0	\$3,319,343	0.0	\$0
		\$2,654,468		\$625,835		\$3,160,491		\$0
Employment and Credential Rate	0.4	1	0.0	0	3.2	11	0.0	0
		281		107		342		0

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	88.0	22	69.4
		25		3,625
Employment Retention Rate	90.9	20	88.1	2,217
		22		2,516
Earnings Retention in Six Months	116.0	\$206,723	136.1	\$28,843,747
		\$178,197		\$21,189,698
Employment and Credential Rate	INA	INA	INA	INA
		INA		INA

Table H – Older Youth Results

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
			238
Employment Retention Rate	80	76.9	256
			333
Earnings Change in Six Months	\$2,300	\$2,482	\$826,506
			333
Credential Rate	50	1.3	6
			452

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Services or Training		Veterans		Individuals with Disabilities		Out-of-School Youth	
	Entered Employment Rate	100.0	34	100.0	3	100.0	16	100.0
		34		3		16		217
Employment Retention Rate	71.1	27	33.3	1	55.6	10	77.0	238
		38		3		18		309
Earnings Change in Six Months	\$1,872	\$71,133	-\$2,537	-\$7,610	\$1,273	\$22,911	\$2,449	\$756,817
		38		3		18		309
Credential Rate	3.8	2	0.0	0	0.0	0	1.5	6
		52		4		42		404

Table J – Younger Youth Results

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	72
			438
Diploma or Equivalent Attainment	55	5.5	64
			1,170
Retention Rate	54	0.0	0
			1,876

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Services or Training		Individuals with Disabilities		Out-of-School Youth	
	Skill Attainment Rate	79.6	39	69.8	90	93.5
49			129		46	
Diploma or Equivalent Rate	4.3	6	9.3	29	20.0	6
		139		313		30
Retention Rate	0.0	0	0.0	0	0.0	0
		173		523		183

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) Or 12 Mo. Earnings Replacement (Dislocated Worker)		Placements for Participants in Non-traditional 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	INA	INA INA	INA	INA INA	INA	INA INA	INA	INA INA	INA
Dislocated Workers	INA	INA INA	INA	INA INA	INA	INA INA	INA	INA INA	INA	INA INA
Older Youth	INA	INA INA	INA	INA INA	INA	INA INA	INA	INA INA	INA	INA INA

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	2282	886
Dislocated Workers	2336	1135
Older Youth	384	124
Younger Youth	3574	1089

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$6,326,210
Local Dislocated Workers		4,468,106
Local Youth		6,844,017
Rapid Response (Up to 25%) §134(a)(2)(A)		853,186
Statewide Required Activities (up to 15%) §134(a)(2)(B)		4,283,297
Statewide Allowable Activities §134(a)(3)	<i>Program Activity Description</i>	
	Providing capacity building to local areas	109,332
	Implementing programs for displaced homemakers	637,699
	Other- Virginia Skills Center	436,284
Total of All Federal Spending Listed Above		\$23,958,131

Table O – Local Performance

Local Area Name: Southwestern Virginia (01)		Total Participants Served	Adults	339
			Dislocated Workers	219
			Older Youth	49
			Younger Youth	837
ETA Assigned #: 51040		Total Exiters	Adults	153
			Dislocated Workers	106
			Older Youth	17
			Younger Youth	129
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		50	75.53
	Employers		50	73.62
Entered Employment Rate	Adults		62	61.4
	Dislocated Workers		72	59.5
	Older Youth		65	100.0
Retention Rate	Adults		72	77.3
	Dislocated Workers		80	90.2
	Older Youth		75	78.6
	Younger Youth		50	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,000	\$4,874
	Dislocated Workers		84	301.2
	Older Youth		\$2,000	\$4,181
Credential/Diploma Rate	Adults		50	4.0
	Dislocated Workers		50	1.2
	Older Youth		50	0.0
	Younger Youth		50	34.2
Skill Attainment Rate	Younger Youth		68	71.4
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	2	10

Table O – Local Performance

Local Area Name: New River/Mount Rogers (02)		Total Participants Served	Adults	273
			Dislocated Workers	264
			Older Youth	48
			Younger Youth	173
ETA Assigned #: 51045		Total Exiters	Adults	133
			Dislocated Workers	139
			Older Youth	6
			Younger Youth	11
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		67	75.46
	Employers		65	71.59
Entered Employment Rate	Adults		70	53.3
	Dislocated Workers		75	60.2
	Older Youth		63	100.0
Retention Rate	Adults		78	72.4
	Dislocated Workers		85	85.3
	Older Youth		76	71.9
	Younger Youth		53	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,600	\$2,026
	Dislocated Workers		88	135.6
	Older Youth		\$2,250	\$2,142
Credential/Diploma Rate	Adults		60	0.0
	Dislocated Workers		60	0.0
	Older Youth		50	0.0
	Younger Youth		54	40.0
Skill Attainment Rate	Younger Youth		70	40.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		8	4	5

Table O – Local Performance

Local Area Name: Western Virginia (03)		Total Participants Served	Adults	124
			Dislocated Workers	223
			Older Youth	17
			Younger Youth	426
ETA Assigned #: 51095		Total Exiters	Adults	39
			Dislocated Workers	115
			Older Youth	11
			Younger Youth	202
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		68	69.73
	Employers		66	67.46
Entered Employment Rate	Adults		72	80.0
	Dislocated Workers		77	82.9
	Older Youth		65	100.0
Retention Rate	Adults		78	84.2
	Dislocated Workers		90	89.7
	Older Youth		76	58.3
	Younger Youth		54	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,600	\$3,072
	Dislocated Workers		90	238.8
	Older Youth		\$2,300	\$853
Credential/Diploma Rate	Adults		60	3.1
	Dislocated Workers		60	4.1
	Older Youth		50	11.1
	Younger Youth		55	0.0
Skill Attainment Rate	Younger Youth		72	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		8	0	9

Table O – Local Performance

Local Area Name: Shenandoah Valley (04)		Total Participants Served	Adults	105
			Dislocated Workers	144
			Older Youth	9
			Younger Youth	115
ETA Assigned #: 51075		Total Exiters	Adults	55
			Dislocated Workers	88
			Older Youth	3
			Younger Youth	2
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		68	64.63
	Employers		66	70.68
Entered Employment Rate	Adults		72	77.8
	Dislocated Workers		77	77.8
	Older Youth		63	100.0
Retention Rate	Adults		78	81.6
	Dislocated Workers		85	89.4
	Older Youth		75	100.0
	Younger Youth		54	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,200	\$2,216
	Dislocated Workers		85	99.2
	Older Youth		\$1,400	\$1,613
Credential/Diploma Rate	Adults		50	1.2
	Dislocated Workers		50	1.7
	Older Youth		50	0.0
	Younger Youth		55	0.0
Skill Attainment Rate	Younger Youth		72	100.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	1	11

Table O – Local Performance

Local Area Name: Northern Shenandoah Valley (05)		Total Participants Served	Adults	2
			Dislocated Workers	1
			Older Youth	0
			Younger Youth	0
ETA Assigned #: 51080		Total Exiters	Adults	2
			Dislocated Workers	1
			Older Youth	0
			Younger Youth	0
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		54	0.00
	Employers		53	72.42
Entered Employment Rate	Adults		58	66.1
	Dislocated Workers		62	58.5
	Older Youth		52	100.0
Retention Rate	Adults		66	82.7
	Dislocated Workers		72	91.3
	Older Youth		64	70.6
	Younger Youth		43	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,080	\$2,765
	Dislocated Workers		74	151.5
	Older Youth		\$1,840	\$1,742
Credential/Diploma Rate	Adults		48	0.0
	Dislocated Workers		48	0.0
	Older Youth		40	0.0
	Younger Youth		44	0.0
Skill Attainment Rate	Younger Youth		58	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	2	8

Table O – Local Performance

Local Area Name: Workforce Today! (06)		Total Participants Served	Adults	111
			Dislocated Workers	143
			Older Youth	4
			Younger Youth	81
ETA Assigned #: 51055		Total Exiters	Adults	7
			Dislocated Workers	21
			Older Youth	0
			Younger Youth	14
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		68	92.53
	Employers		66	65.61
Entered Employment Rate	Adults		72	82.0
	Dislocated Workers		77	79.1
	Older Youth		65	100.0
Retention Rate	Adults		82	70.0
	Dislocated Workers		80	90.3
	Older Youth		80	85.7
	Younger Youth		54	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,600	\$3,563
	Dislocated Workers		92	153.1
	Older Youth		\$2,300	\$2,897
Credential/Diploma Rate	Adults		60	3.2
	Dislocated Workers		60	0.0
	Older Youth		50	0.0
	Younger Youth		55	7.7
Skill Attainment Rate	Younger Youth		72	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	2	9

Table O – Local Performance

Local Area Name: Region 2000/Central Virginia (07)		Total Participants Served	Adults	41
			Dislocated Workers	16
			Older Youth	10
			Younger Youth	3
ETA Assigned #:51085		Total Exiters	Adults	28
			Dislocated Workers	11
			Older Youth	2
			Younger Youth	3
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		68	39.96
	Employers		66	69.31
Entered Employment Rate	Adults		72	57.1
	Dislocated Workers		77	73.5
	Older Youth		65	100.0
Retention Rate	Adults		82	84.1
	Dislocated Workers		90	90.1
	Older Youth		80	80.0
	Younger Youth		54	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,600	\$3,471
	Dislocated Workers		92	90.1
	Older Youth		\$2,300	\$4,178
Credential/Diploma Rate	Adults		60	0.0
	Dislocated Workers		60	0.0
	Older Youth		50	0.0
	Younger Youth		55	0.0
Skill Attainment Rate	Younger Youth		72	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		8	2	7

Table O – Local Performance

Local Area Name: South Central (08)		Total Participants Served	Adults	146
			Dislocated Workers	103
			Older Youth	33
			Younger Youth	301
ETA Assigned #: 51090		Total Exiters	Adults	29
			Dislocated Workers	26
			Older Youth	4
			Younger Youth	1
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		60	91.73
	Employers		58	74.25
Entered Employment Rate	Adults		62	65.6
	Dislocated Workers		70	69.6
	Older Youth		58	100.0
Retention Rate	Adults		70	78.1
	Dislocated Workers		80	93.3
	Older Youth		70	73.3
	Younger Youth		46	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,150	\$2,633
	Dislocated Workers		80	133.2
	Older Youth		\$2,000	\$1,173
Credential/Diploma Rate	Adults		52	0.0
	Dislocated Workers		52	2.2
	Older Youth		44	5.3
	Younger Youth		48	0.0
Skill Attainment Rate	Younger Youth		46	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	1	9

Table O – Local Performance

Local Area Name: Capital Area (09)		Total Participants Served	Adults	35
			Dislocated Workers	50
			Older Youth	0
			Younger Youth	1
ETA Assigned #: 51015		Total Exiters	Adults	26
			Dislocated Workers	45
			Older Youth	0
			Younger Youth	1
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		54	73.66
	Employers		53	71.55
Entered Employment Rate	Adults		58	55.1
	Dislocated Workers		62	79.7
	Older Youth		52	100.0
Retention Rate	Adults		66	84.2
	Dislocated Workers		72	90.8
	Older Youth		64	100.0
	Younger Youth		43	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,080	\$3,080
	Dislocated Workers		74	101.8
	Older Youth		\$1,840	\$3,085
Credential/Diploma Rate	Adults		48	9.1
	Dislocated Workers		48	11.5
	Older Youth		40	0.0
	Younger Youth		44	0.0
Skill Attainment Rate	Younger Youth		43	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	1	10

Table O – Local Performance

Local Area Name: City of Richmond (10)		Total Participants Served	Adults	251
			Dislocated Workers	89
			Older Youth	34
			Younger Youth	18
ETA Assigned #: 51025		Total Exiters	Adults	76
			Dislocated Workers	50
			Older Youth	6
			Younger Youth	5
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		54	62.93
	Employers		53	68.51
Entered Employment Rate	Adults		58	68.2
	Dislocated Workers		62	77.9
	Older Youth		52	100.0
Retention Rate	Adults		66	79.6
	Dislocated Workers		72	91.2
	Older Youth		64	66.7
	Younger Youth		43	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,080	\$4,705
	Dislocated Workers		74	138.9
	Older Youth		\$1,840	\$3,239
Credential/Diploma Rate	Adults		48	0.0
	Dislocated Workers		48	0.0
	Older Youth		40	0.0
	Younger Youth		44	0.0
Skill Attainment Rate	Younger Youth		58	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	0	11

Table O – Local Performance

Local Area Name: Northern Virginia (11)		Total Participants Served	Adults	162
			Dislocated Workers	305
			Older Youth	4
			Younger Youth	27
ETA Assigned #: 51010		Total Exiters	Adults	66
			Dislocated Workers	255
			Older Youth	0
			Younger Youth	3
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		49	63.23
	Employers		48	64.38
Entered Employment Rate	Adults		52	60.8
	Dislocated Workers		55	64.6
	Older Youth		47	100.0
Retention Rate	Adults		59	82.4
	Dislocated Workers		65	85.6
	Older Youth		58	50.0
	Younger Youth		39	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$1,872	\$6,329
	Dislocated Workers		66	158.7
	Older Youth		\$1,656	\$3,227
Credential/Diploma Rate	Adults		43	0.7
	Dislocated Workers		43	0.2
	Older Youth		36	0.0
	Younger Youth		40	0.0
Skill Attainment Rate	Younger Youth		52	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	1	10

Table O – Local Performance

Local Area Name: Alexandria/Arlington (12)		Total Participants Served	Adults	104
			Dislocated Workers	203
			Older Youth	13
			Younger Youth	38
ETA Assigned #: 51005		Total Exiters	Adults	35
			Dislocated Workers	81
			Older Youth	2
			Younger Youth	2
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		54	65.16
	Employers		53	57.67
Entered Employment Rate	Adults		58	71.4
	Dislocated Workers		62	60.1
	Older Youth		52	100.0
Retention Rate	Adults		66	77.8
	Dislocated Workers		72	82.5
	Older Youth		64	100.0
	Younger Youth		43	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,080	\$4,407
	Dislocated Workers		74	131.9
	Older Youth		\$1,840	\$5,478
Credential/Diploma Rate	Adults		48	4.1
	Dislocated Workers		48	0.9
	Older Youth		40	0.0
	Younger Youth		44	0.0
Skill Attainment Rate	Younger Youth		58	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	1	10

Table O – Local Performance

Local Area Name: Bay Consortium (13)		Total Participants Served	Adults	123
			Dislocated Workers	18
			Older Youth	47
			Younger Youth	261
ETA Assigned #: 51070		Total Exiters	Adults	62
			Dislocated Workers	13
			Older Youth	18
			Younger Youth	88
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		66	83.56
	Employers		65	73.94
Entered Employment Rate	Adults		70	67.5
	Dislocated Workers		75	69.0
	Older Youth		65	100.0
Retention Rate	Adults		77	80.0
	Dislocated Workers		82	86.5
	Older Youth		74	69.7
	Younger Youth		52	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,000	\$3,415
	Dislocated Workers		82	117.7
	Older Youth		\$1,800	\$1,211
Credential/Diploma Rate	Adults		50	3.4
	Dislocated Workers		50	0.0
	Older Youth		50	4.5
	Younger Youth		53	15.6
Skill Attainment Rate	Younger Youth		70	98.8
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	3	8

Table O – Local Performance

Local Area Name: Greater Peninsula (14)		Total Participants Served	Adults	48
			Dislocated Workers	173
			Older Youth	3
			Younger Youth	76
ETA Assigned #: 51020		Total Exiters	Adults	6
			Dislocated Workers	78
			Older Youth	0
			Younger Youth	0
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		60	75.66
	Employers		60	69.63
Entered Employment Rate	Adults		66	69.7
	Dislocated Workers		76	77.6
	Older Youth		61	100.0
Retention Rate	Adults		69	81.5
	Dislocated Workers		81	85.6
	Older Youth		72	88.2
	Younger Youth		50	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,000	\$2,726
	Dislocated Workers		84	115.7
	Older Youth		\$1,900	\$3,042
Credential/Diploma Rate	Adults		51	0.0
	Dislocated Workers		51	0.0
	Older Youth		46	0.0
	Younger Youth		50	0.0
Skill Attainment Rate	Younger Youth		70	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	0	11

Table O – Local Performance

Local Area Name: Crater Area (15)	Total Participants Served	Adults	49
		Dislocated Workers	27
		Older Youth	9
		Younger Youth	157
ETA Assigned #: 51100	Total Exiters	Adults	23
		Dislocated Workers	11
		Older Youth	0
		Younger Youth	30
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	57.56
	Employers	53	68.33
Entered Employment Rate	Adults	58	65.1
	Dislocated Workers	66	77.8
	Older Youth	54	100.0
Retention Rate	Adults	69	79.2
	Dislocated Workers	70	100.0
	Older Youth	70	100.0
	Younger Youth	44	0.0
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,080	\$3,944
	Dislocated Workers	78	149.2
	Older Youth	\$1,840	\$2,200
Credential/Diploma Rate	Adults	48	0.0
	Dislocated Workers	48	0.0
	Older Youth	40	0.0
	Younger Youth	44	10.0
Skill Attainment Rate	Younger Youth	58	0.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

Table O – Local Performance

Local Area Name: Hampton Roads (16)		Total Participants Served	Adults	349
			Dislocated Workers	319
			Older Youth	99
			Younger Youth	1059
ETA Assigned #: 51035		Total Exiters	Adults	145
			Dislocated Workers	93
			Older Youth	54
			Younger Youth	598
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		60	75.33
	Employers		60	68
Entered Employment Rate	Adults		66	74.5
	Dislocated Workers		75	75.6
	Older Youth		59	100.0
Retention Rate	Adults		69	79.2
	Dislocated Workers		79	88.4
	Older Youth		70	76.6
	Younger Youth		50	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,252	\$1,977
	Dislocated Workers		84	111.1
	Older Youth		\$1,923	\$1,991
Credential/Diploma Rate	Adults		60	0.0
	Dislocated Workers		60	0.0
	Older Youth		50	0.0
	Younger Youth		50	0.9
Skill Attainment Rate	Younger Youth		72	71.1
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	2	10

Table O – Local Performance

Local Area Name: West Piedmont (17)		Total Participants Served	Adults	20
			Dislocated Workers	42
			Older Youth	5
			Younger Youth	1
ETA Assigned #: 51105		Total Exiters	Adults	1
			Dislocated Workers	2
			Older Youth	1
			Younger Youth	0
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		54	0.00
	Employers		53	68.0
Entered Employment Rate	Adults		58	54.8
	Dislocated Workers		62	83.3
	Older Youth		52	100.0
Retention Rate	Adults		66	76.5
	Dislocated Workers		72	95.0
	Older Youth		54	90.0
	Younger Youth		43	0.0
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,080	\$3,932
	Dislocated Workers		74	175.5
	Older Youth		\$1,840	\$5,165
Credential/Diploma Rate	Adults		48	0.0
	Dislocated Workers		48	0.0
	Older Youth		40	0.0
	Younger Youth		44	0.0
Skill Attainment Rate	Younger Youth		58	0.0
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	1	9