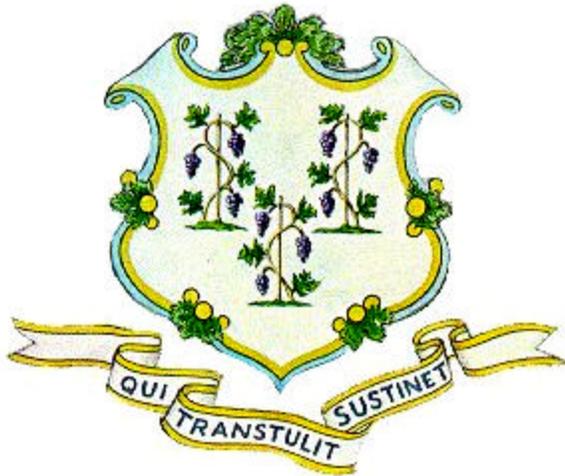


**Connecticut**

# STATE OF CONNECTICUT



## *Workforce Investment Act*

### *Annual Report*

*July 2001-June 2002*

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*December 2002*



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### *Connecticut as a Leader*

The State of Connecticut has a long history of innovation in the area of workforce development. From the Industrial Revolution to today's rapidly evolving knowledge-based economy, our innovative entrepreneurs and industrious workers have continually adapted to changes in the marketplace to produce much-needed goods and services and business solutions.

Today, whether it is teaching our children to read, providing a world-class higher education, or giving adults new skills they need to compete, Connecticut excels. We have focused our resources on critical areas that will affect our collective future - our children, our cities and our economy.

Connecticut was one of only 12 states to receive an Incentive Award from the federal government - \$1.6 million - for meeting the negotiated performance standards under the Workforce Investment Act of 1998. In addition, for successfully transitioning welfare recipients into employment, Connecticut also received an additional \$13.3 million from the federal government.

We have been successful because we have engaged the private sector in a collaborative partnership when it comes to developing workforce development strategies.

Connecticut's success, however, does not begin or end with compliance with federal mandates and despite these achievements much more remains to be accomplished. As a state we have striven to integrate our various workforce development training and education components into seamless, coordinated resources that are effective and useful for anyone seeking access - prospective workers and employers alike.

### *Governor's Initiatives*

Given limited resources, we have continued to refine targeted education and training programs for some traditionally under-served groups, including youth, low-wage workers and some incumbent workers. Some of the programs have been funded with one-time resources. The preliminary results have been encouraging.

#### **Low Wage and Underemployed Workers**

**The Jobs Funnel:** The Hartford Construction Jobs Initiative continues to function as a successful model for workforce development. More than 400 "Jobs Funnel" graduates have successfully completed training in 14 different trades and have been placed on construction sites around the state. Many more have received education, training and support services through this public and private collaboration. The 14<sup>th</sup> Funnel graduation was marked this fall by the return of hundreds of graduates to an event overlooking the Adriaen's Landing construction development project in downtown Hartford. Graduating Funnel members got a view of where previous Funnel trainees are helping to remake the Capitol City's image.

The "Jobs Funnel" model is being replicated in the New Haven area in partnership with the employers, the workforce board, unions and community agencies. In the Waterbury area, a study is underway to establish a Jobs Funnel in that region which is focused on health care initiatives.

## **Information Technology**

Connecticut has long been recognized as a leader in manufacturing and home to industries such as insurance, banking and defense. Now our state has emerged as a leading force in information technology, bioscience and pharmacology. Our Information technology workforce is among the most capable and diversified in the nation. Connecticut ranks highest in the nation in the percentage of IT workers in those traditional mature, core industries. To capitalize on that, Connecticut has stepped forward with strategies to sustain and promote these strengths.

**New England Governor's Conference/Eastern Canadian Premiers:** Connecticut has taken the lead role regionally in promoting information technology workforce development among its New England neighbors and Eastern Canada. In June, Connecticut hosted the *IT Workforce Development Conference 2002: a Call to Action* which drew nationally recognized IT experts and leading representatives from all New England states as well as the Eastern Canadian Premiers. The proceedings from the working sessions of the conference will result in regional strategies and initiatives that will be formally reported to the New England Governor's Conference meeting in February 2003 and to the annual conference of New England Governors and Eastern Canadian Premiers in August 2003.

**Connecticut Career Choices (CCC):** This new initiative, based in the Office for Workforce Competitiveness (OWC), began implementation in six target pilot sites around the state in the fall of 2002. It represents part of a statewide strategic plan to develop Connecticut's information technology (IT) workforce. That strategic plan was developed by OWC on behalf of the Connecticut Employment and Training Commission in response to a legislative requirement, which in turn was a response to a clear and sustained message from the business community, warning of a serious lack of skilled workers in the IT field. The key element of the CCC initiative is the incorporation of industry-accepted skill standards (developed by the National Workforce Center for Emerging Technologies-NWCET) into high school IT curriculum. That work is currently being done in the six pilot sites, including training of teachers in developing skills-based curriculum. Another important component is career mentoring and mentored internships, in which students learn about technology-based careers as well as forging stronger relationships with IT-related business to address the "brain drain" problem. Additional CCC components include IT-related extracurricular activities and after-school programs, improved program articulation to facilitate transitions for students as they move from one educational system to the next, and certifications to provide industry-recognized credentials for students in specialized IT fields. The NWCET based curriculum is scheduled to be in use in all six pilot sites by September 2003.

## **Youth**

Our Piece of the Pie (OPP), a program started in 1995 by Southend Community Services in Hartford, is structured as a youth business incubator that motivates participants to learn life skills, positive employment habits and entrepreneurial/business practices. It has evolved into a partnership with the Connecticut Department of Children and Families and the Connecticut Department of Labor and OWC. In addition, a number of statewide employers including UPS, Home Depot, CVS, Stop & Shop, Fleet Bank and TJMaxx/Marshall's offer structured/unsubsidized employment opportunities for participants.

During the past year, the OPP Model has been successfully replicated in the Bridgeport area, thirty-nine youths were served in the first cycle and measured outcomes showed that the program was a success.

OPP was awarded on the nineteen PEPNet **Effective Practices Awards** at the September 12, 2002 PEPNet Awards Ceremony. During the past year, over 95% of the youth have gone on to further education, employment or both.

**Discussion of the Cost of Workforce Investment Activities**

We have now completed two full program years of the Workforce Investment Act (WIA). Our discussion on the program services, costs and comparisons with the first year of WIA will begin with information on the activities and results over the past year. We will then compare those results with the prior year so that we can examine similarities, differences, and any trends that may have developed.

During the second year of WIA (PY 01), a total of 7,073 participants were provided with WIA services at a cost of \$25,199,398. The group of 7,073 participants is comprised of 6,815 served by local areas and 258 participants served with 15% statewide funds. Specific costs and types of local activities under each funding stream were as follows:

**Tables included in this section of the report contain information regarding “participants served” and “participants exited.” “Participants served” refers to the number of WIA registrants who received a service during Program Year 01. “Participants exited” are the number of WIA registrants who received a service and exited from the WIA program at some point during PY01.**

**Local Adults**

Expenditures: \$6,665,289

Participants Served	2,628	Cost Per Participant	\$2,536
Participants Exited	1,433	Cost Per Exiter	\$4,651

**Types of Activities**

Total Adults Receiving Core, Intensive and Training Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
1490	802	583	72.7%	\$11.09

Total Adults Receiving Core and Intensive Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
731	344	218	63.4%	\$10.04

Total Adults Receiving Core Services Only

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
335	236	126	53.4	\$13.63

\* Information on Entered Employment and Wage at Placement is based upon participant data recorded into the statewide MIS system at date of exit.

Total Adults Receiving Training Only

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
1	1	---	---	---

Total Adults Receiving Intensive and Training Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
51	27	15	55.6%	\$9.39

Total Adults Receiving Intensive Only

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
21	20	5	25.0%	\$9.16

A review of the program mix for PY01 and the effect on wage at placement indicates that those adults receiving core services only had the highest wage at entry of \$13.63 per hour. This is the second year in a row that adults receiving this activity alone had the highest entry level wage. The educational levels of this group show that over 93% are either high school graduates or are attending school. Additionally, over 92% of this group is aged between 22 – 54.

One individual received training only services and that individual was a JTPA carryover indicating that the program has transitioned well to the WIA concept of providing various levels and combinations of services.

The next highest entry level wage for adults was for those receiving core, intensive and training services. The rate was \$11.09 per hour. Over 96% of this group was between 22 – 54 and almost 18% lacked a high school degree when entering the program. A look at the entered employment rates at exit showed that those receiving more than one service had the best opportunity for employment. Individuals receiving all three services had a 72.7% entered employment rate and those receiving core and intensive services had a rate of 63.4%.

\* Information on Entered Employment and Wage at Placement is based upon participant data recorded into the statewide MIS system at date of exit.

**Local Dislocated Workers**

Expenditures: \$5,631,807

Participants Served	2,383	Cost Per Participant	\$2,363
Participants Exited	1,298	Cost Per Exiter	\$4,339

**Types of Activities**

Total Dislocated Workers Receiving Core, Intensive and Training Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
1496	794	590	74.3%	\$13.42

Total Dislocated Workers Receiving Core and Intensive Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
700	366	276	75.4%	\$15.52

Total Dislocated Workers Receiving Core Services Only

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
121	88	39	44.3%	\$13.77

Total Dislocated Workers Receiving Training Only

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
11	8	3	37.5%	\$15.94

Total Dislocated Workers Receiving Intensive and Training Services

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
34	19	10	52.6%	\$14.11

\* Information on Entered Employment and Wage at Placement is based upon participant data recorded into the statewide MIS system at date of exit.

**Total Dislocated Workers Receiving Intensive Services Only**

Total	Exited	Entered Employment*	Entered Employment Rate at Exit	Wage at Placement*
19	16	6	37.5%	\$14.81

Our review of the second year data from the Dislocated Worker program should begin by stating that we are not including in our analysis results from those individuals receiving the intensive and training services mix or intensive services only. Since both intensive and training services and intensive only services accounted for less than twenty exiters, their results do not yield a significant quantity of information for use in determining trends and patterns of success. The results available do indicate that those dislocated workers with more than core services are faring better in terms of wages at placement and entered employment rates. Those with all three services were making \$13.42 per hour while those with core and intensive services were at \$15.52 per hour. Both levels of services had entered employment rates of approximately 75%.

**Local Youth**

Expenditures: \$7,778,827

Out-of-School Youth Percent Expended: 39%

Participants Served	1,804	Cost Per Participant	\$4,312
Participants Exited	942	Cost Per Exiter	\$8,258

**Types of Activities**

**Younger Youth**

	Total Services	Percent of Total Services
Work Related	1,986	40.3%
Academic	2,313	46.9%
Summer Related	631	12.8%
Total	4,930	

**Older Youth**

	Total Services	Percent of Total Services
Work Related	949	66.7%
Academic	464	32.6%
Summer Related	10	.7%
Total	1,423	

\* Information on Entered Employment and Wage at Placement is based upon participant data recorded into the statewide MIS system at date of exit.

During the PY 2001 Youth program in Connecticut, we continued the movement toward the types of programs and services envisioned when WIA was created. Overall, service levels increased significantly as WIA-specific funding increased. Local areas have continued to focus more programming on out-of-school youth. The 39% youth out-of-school expenditure rate is based upon actual or accrued expenditures versus the program year allocation. Since there are program year funds from PY 01 still remaining, we expect the final expenditure of out-of-school youth funds to be closer to 50%.

As we examine results for PY 01, we see that the least costly program on a cost per participant basis is the Dislocated Worker program (\$2,363 per participant), followed by the Adult program (\$2,536 per participant), with the highest cost per participant program being the Youth program (\$4,312 per participant). The cost per exiter data follows the same pattern. This appears to be in line with our expectations as we move to full WIA programming.

### Youth Program

#### Comparison of PY 01 vs. PY 00 Results

	<b>PY 00</b>	<b>PY 01</b>	<b>PY 01 vs. PY 00</b>
Participants Served	1,456	1,804	123.9%
Participants Exited	761	942	123.8%
Cost Per Participant	\$3,395	\$4,312	127%
Cost Per Exiter	\$6,496	\$8,258	127.1%
Expenditures	\$4,943,583	\$7,778,827	157.4%

#### Types of Services Provided

	<b>PY 00</b>		<b>PY 01</b>		<b>Difference of PY 01 vs. PY 00</b>
	<b>Number of Services</b>	<b>% of Total Services</b>	<b>Number of Services</b>	<b>% of Total Services</b>	
Younger Youth					
Work Related	945	34.7%	1,986	40.3%	116.1%
Academic	1,139	41.8%	2,313	46.9%	112.2%
Summer Related	642	23.5%	631	12.8%	54.5%
<b>Total</b>	2,726	100.00%	4,930	100.00%	

	<b>PY 00</b>		<b>PY 01</b>		<b>Difference of PY 01 vs. PY 00</b>
	<b>Number of Services</b>	<b>% of Total Services</b>	<b>Number of Services</b>	<b>% of Total Services</b>	
Older Youth					
Work Related	394	59.3%	949	66.7%	112.5%
Academic	256	38.6%	464	32.6%	84.5%
Summer Related	14	2.1%	10	.7%	33.3%
<b>Total</b>	664	100.00%	1,423	100.00%	

### Dislocated Worker Program

#### Comparison of PY 01 vs. PY 00 Results

	<b>PY 00</b>	<b>PY 01</b>	<b>PY 01 vs. PY 00</b>
Participants Served	1,737	2,383	137%
Participants Exited	842	1,298	154%
Cost Per Participant	\$1,898	\$2,363	124.5%
Cost Per Exiter	\$3,916	\$4,339	110.8%
Expenditures	\$3,297,438	\$5,631,807	170.8%
Wages at Placement	\$14.58	\$14.07	96.5%

#### Types of Services Provided

	<b>PY 00</b>		<b>PY 01</b>		<b>Difference of PY 01 vs. PY 00</b>
	<b>Number of Services</b>	<b>% of Total Services</b>	<b>Number of Services</b>	<b>% of Total Services</b>	
Core	1,672	38.9%	3,309	39.6%	101.8%
Intensive	1,449	33.7%	3,527	42.2%	125.2%
Training	1,181	27.5%	1,521	18.2%	66.2%
<b>Total</b>	4,302	100.00%	8,357	100.00%	194.3%

**Adult Program**

**Comparison of PY 01 vs. PY 00 Results**

	<b>PY 00</b>	<b>PY 01</b>	<b>PY 01 vs. PY 00</b>
Participants Served	1,866	2,628	140.8%
Participants Exited	685	1,432	209%
Cost Per Participant	\$2,120	\$2,535	120%
Cost Per Exiter	\$5,776	\$4,654	81%
Expenditures	\$3,956,460	\$6,665,289	168%
Wages at Placement	\$11.42	\$11.68	102.3%

**Types of Services Provided**

	<b>PY 00</b>		<b>PY 01</b>		<b>Difference of PY 01 vs. PY 00</b>
	<b>Number of Services</b>	<b>% of Total Services</b>	<b>Number of Services</b>	<b>% of Total Services</b>	
Core	1,849	39.2%	3,451	40.8%	104%
Intensive	1,865	39.5%	3,481	41.1%	104%
Training	1,006	21.3%	1,534	18.1%	85%
<b>Total</b>	4,720	100.00%	8,466	100.00%	179.4%

**PY 01 versus PY 00 Performance Measure Results**

		<b><u>PY00 Actual</u></b>	<b><u>PY00 Plan</u></b>	<b><u>% of Plan</u></b>	<b><u>PY01 Actual</u></b>	<b><u>PY01 Plan</u></b>	<b><u>% of Plan</u></b>	<b><u>PY01 vs. PY 00</u></b>
<b>ADULTS</b>	Entered Employment	69.8%	72.3%	97%	74.1%	74%	100%	103.1%
	Employment Retention Rate	83.6%	78.0%	107%	84.3%	80%	105%	98.1%
	Earnings Change	\$3,806	\$3,100	123%	\$3,195	\$3,200	100%	81.3%
	Employment & Credential Rate	75.6%	52%	145%	51.5%	55%	94%	64.8%
<b>DISLOCATED WORKERS</b>	Entered Employment	69.1	76.0	91	78.2%	78%	100%	109.9%
	Employment Retention Rate	90.0	85.0	106%	88.2%	86%	103%	97.2%
	Earnings Replacement	.866	.82	106%	.84	.84	100%	94.3%
	Employment & Credential Rate	67.3%	52%	129%	61.0%	55%	111%	86%
<b>OLDER YOUTH</b>	Entered Employment	69.6%	66%	105%	67.4%	68%	99%	94.3%
	Employment Retention Rate	79.1%	76%	104%	75.7	78%	97%	93.3%
	Earnings Change	\$3,001	\$3,100	97%	\$2,470	\$3,200	77%	79.4%
	Employment & Credential Rate	64.3	46	140%	41.7%	48%	87%	62.1%
<b>YY</b>	Retention Rate	100%	53%	189%	63.3%	54%	117%	61.9%
<b>YOUNGER YOUTH</b>	Skill Attainment Rate	87.4%	63%	139%	82.2%	65%	127%	91.4%
	Diploma/ Equivalent Rate	49.5%	48%	103%	37.4%	50%	75%	72.8%
<b>SURVEY</b>	Participant	69.9%	68	103%	70	70	100%	97.1%
	Employer	66.1	64	105%	70.2	66	106%	101%

### **Two year WIA Comparison and Analysis**

The data from the first two years of WIA offers some interesting comparisons and provides us with indicators on where the programs are headed. Data on expenditures shows that all three programs (Adult, Dislocated Workers, Youth) served more participants, exited more clients, and expended more funds in PY 01. This can be attributed in part to all the partners in the WIA system in Connecticut successfully continuing to adjust to the requirements of WIA legislation.

Over the first two years of WIA, the cost per participant data shows that the least costly program has been the Dislocated Worker program (\$2,363 per participant in PY 01) with the Adult program close behind (\$2,535 per participant). The most costly program has been the Youth program. The cost per participant in PY 01 was \$4,312 which is almost \$1,000 more than the previous year. We believe that this is due to the fact that the program is longer and more intensive than most Adult or Dislocated Worker programs.

Information on wages at exit shows that those individuals in the Dislocated Worker program are earning more than other program exiters (\$14.07 per hour in PY 01). Higher earnings by dislocated workers are consistent with this group possessing longer work histories and more job ready skills.

The types of services provided to participants over the first two years of WIA show the Dislocated Worker and Adult programs each having approximately 40% of participants in core services, approximately 40% in intensive services, and about 20% in training services. The percentages for participants in training went down during PY 01 for both Dislocated Workers and Adults.

We will continue to review service participation rates to determine if the trend for less training services and more core and intensive services will continue in the future.

Youth program services for younger youth have moved away from summer-related activities to more work-related and academic services. Work-related activities account for over two-thirds of the services provided to older youth, while about one-third are academic services and a minimal number are summer-related activities.

### **Performance Trends**

During the first year of WIA, Connecticut areas were extremely successful in meeting all WIA performance measures. The participants being served and reported on were a combination of JTPA carryovers and new WIA clients. As the measures were new to all of us in the system, there was initial apprehension about our ability to meet these measures and whether the measures negotiated were a fair method of determining success.

Our second year of results, which are based primarily on WIA enrollees, shows that we have achieved an 80% of plan level for all but two of the WIA performance standards. While we continue to perform well on an overall basis, there are signs that the system is experiencing difficulties with some measures, particularly youth measures. Specific measures where we have

fallen below 80% of plan in PY 01 are the older youth earnings change and the younger youth diploma/equivalent rate.

We believe that the decline in these measures will require further discussions with each of our local boards to determine the cause. As we are now dealing with mostly new WIA enrollees and WIA rules around the computation of performance measures, our conclusions on the causes of the drop in performance achievement will be made a part of discussions on future standards both locally and nationally. Our findings can also contribute to exchanges of ideas as WIA Reauthorization issues are addressed.

There are also concerns about the effect that a depressed economy in Connecticut may be having on our ability to meet these standards. We anticipate that over the next year we will need to closely examine our results and address any problem areas quickly.

**Innovative Practices and Accomplishments**

***Innovative Practices, Challenge, and Accomplishments  
Identified by Local Workforce Investment Areas***

□ **The Workplace:**

The youth council staff has prepared a summary of best practices found among the youth service providers. This summary is shared with all WIA youth programs in southwestern Connecticut through regularly scheduled networking meetings. Best practices can stimulate ideas for improvement, and it is also one of many tools used to review, assess and evaluate ongoing programming.

□ **Mid-Connecticut:**

Out-of-school youth recruitment was a challenge this past year, but by setting up quarterly seminars and roundtable discussions Mid-CT was able to disseminate good recruitment practices. These meetings also allowed for the sharing of challenges, successes, and best practices on other topics as well.

□ **Danbury/Torrington:**

It has been a challenge to get complete representation on the youth council, and then, because of the geography of the area, get a significant number of members to attend meetings and participate in the committee work. Nonetheless, the co-chairs feel that progress is being made toward bringing the youth providers together as a region. They have also taken steps to increase their outreach to the community, most recently by representing the WIA program at a college fair in the Danbury area.

□ **Workforce One:**

One challenge has been the large geographical area of this workforce investment area and the need for more intense services under WIA. This area has dealt with this by targeting in-school resources to the three school systems in the local area with the most needs and who have been willing to commit resources to the project. They have developed an MOU that the school system must sign off on prior to services being delivered. Additionally, they believe their strong coordination with the adult education program allows them to utilize adult education as a screening and recruitment source, thereby providing youths who have a strong interest in completing their education.

□ **Capital Region:**

In developing a youth development system, the greatest challenge has been coordinating the larger community systems that work with youth, education, youth services/youth development providers, and the local workforce board. The establishment of the Hartford Access System, Youth Worker Academy, and Alternative Learning Strategy has led to the leveraging of resources, information sharing, and the improvement of services to youths. In order to involve the private sector, CRWDB partnered with CT Business & Industries Association to develop the Youth Employability Skills Academy.

□ **Greater New Haven:** There have been several challenges this year:

1. Setting a youth agenda for the region is very challenging when there are numerous youth serving groups, each with their own mission and agenda. Representatives from these groups are on the youth council in order to be included in planning and to better coordinate activities.
2. Another challenge is to reorient city and program operator staff to the benefits of year-round programs versus stand-alone summer programs.
3. Assessing youths with disabilities and making the One-Stop accessible to them remain challenges that the New Haven youth council hopes will be met if they are awarded the "Youth With Disabilities" grant.

Along with the challenges, there are accomplishments:

1. The WIB is proud of the commitment of youth council members who recognized the need to refocus and attend a planning retreat last June.
2. For the first time, in recognition of the fact that WIA funds are for year-round activities, the council did not set aside separate WIA summer funds this year. Instead, a Summer Jobs Program (with funding from distressed cities, OPM, City of New Haven, Enterprise Community, Empower New Haven, Community Action Agency and private sponsorships) provided 500 slots for young people.
3. The council is proud to offer a wide range of programming for youths, including a number of programs specifically targeted to youths with disabilities.

□ **Southeast:**

"On the High Road" is a pilot project modeled on a national demonstration project. It combines union mentoring, School-to-Career (STC) and Cooperative Work Experience (CWE) staff, high quality case management, and employer-paid internships with WIA-funded year-round in-school programming. "On the High Road" represents a unique partnership between SE/CT WIB, SE/CT Labor Council (CLC), STC and CWE staff, TVCCA (community-based agency) and Electric Boat (EB). The mentor training was conducted by CLC and the employer allowed staff to be trained during work hours. The individual school's STC or CWE staff identified all youths in the program. The staff was also provided with regular updates about the youths' progress in the internship. All STC and CWE staff were invited to a tour of the EB worksites, to see the young people working.

To implement the project, the coordinator had to blaze a trail through the requirements of the STC, CWE, WIA, employer and union hiring requirements, all of which were intended to ensure teen worker suitability and safety while on the summer internship program. The challenge was great and lessons were learned which will greatly facilitate the implementation of this project in the future.

This project was tremendously challenging to implement, but has proven to be an innovative practice. Once the processes and paperwork were in place, the summer internship yielded results beyond expectations. Students benefited from the on-the-job experience, both learning from the experienced workers as well as having an opportunity to share the more updated technical skills they are currently learning in school. Students also benefited financially, since they were paid union trainee wages rather than minimum wages. Union mentors were with the students every step of the way, and the camaraderie they shared was evident to the viewer. Even other employees who were

initially skeptical about the project were won over by the students, and were soon coming up with “something else that [the student] should see or experience.” Twelve students participated in the first round of this project. Most were able to reinforce their career choice as a result of the experience, and others felt that it clarified that the particular career was not what they expected. In either case, a valuable lesson was learned while still in high school.

□ **Waterbury:**

The biggest challenge at this time is getting program operators to think beyond their program (“filling the slots”) towards a youth development system where young people are involved in programming for a longer period of time and perhaps in more programs than in the past. Steps taken to address the issue include discussion of the topic during youth council meetings, one-on-one conversations, and sponsoring activities which highlight the various service providers’ programs such as Career Day held at Naugatuck Valley Community College, and the After School Resource Fair held at the Brass City Mall.

The recruitment of out-of-school youth has been another challenge. Steps taken to address that challenge include developing marketing videos to air on cable access which promote each out-of-school youth program, significantly expediting the eligibility and assessment process by assigning another One-Stop case manager to complete these duties, and bringing vendors into the One-Stop on a weekly basis to “work the lobby.”

Waterbury has also been a pioneer in the concept of work-based learning projects, devoting almost 100% of their programming towards this type of youth activity for the last seven years. There is a constant emphasis on improving the quality of the projects and the collaboration between funding sources, as well as extending the project-based learning concept into the school-year activities.

*Exemplary Programs Identified by Local Workforce Investment Areas*

□ **The Workplace:**

Project REEL (Reaching Enhanced Employment Leadership) targets out-of-school youth who have dropped out of school and may have a criminal record and be on probation. Many referrals come from the Department of Corrections, Adult Probation and halfway houses. Youths are provided intensive case management, job training, job placement, and entrepreneurial services. In addition to occupational training, classroom training includes employability skills, life application skills, basic skills and remedial math, reading and writing. Intensive case management includes home visits, advocacy, referral services and continuation of peer support group and family involvement. Mentoring services are also available through linkages with faith-based and community organizations.

□ **Mid-Connecticut:**

New Opportunities of Greater Meriden runs a college prep program for out-of-school youth which has successfully prepared youths to complete a GED and then placed them in college courses at the local community college, with an associate’s or bachelor’s degree being the ultimate goal.

□ **Danbury/Torrington:**

The Northwest YMCA program has had exemplary performance. Participants receive their GED or high school diploma. Past participants interviewed have stated how grateful they are for the overall program, especially for the efforts of the director and staff both during the program and after the achievement of goals.

□ **Capital Region:**

More than 130 youths participated in the Artists Collective's summer program as campers or youth camp counselors. This year, the CRWDB through its programs supported approximately 50 youths as camp assistants and counselors. The Collective provides opportunities for youths to be role models, experience the arts, and learn discipline and self-esteem. The Collective also incorporates community service into its program design.

□ **Waterbury:**

Litchfield Performing Arts, Inc. "Project Dance Live" has enrolled 12 youths and has formed a dance company. The program involves a five-week summer component during which students are involved four days per week, with dance class in the morning and language art and math in the afternoon. The summer session culminated with "Project Dance Live" appearing at the Litchfield Jazz Festival. Participants danced to original music written for their debut by a professional composer and recording artist. The music was performed by a group of young people who attended the Litchfield Performing Arts (LPA) summer music camp. During the summer, the youths created a dance company to operate, promote and manage. During the year-round component, the youths will meet two days per week to continue their dance, language arts and math components. These components will be integrated into the operation of the dance company.

**Eligible Training Program Provider Policy/Subsequent Eligibility Process**

The Department of Labor has continued to work with the Office of Workforce Competitiveness, the Connecticut Employment and Training Commission, local board ETPL staff and other state officials from the Department of Education to improve and refine state policy and provide guidance regarding the Eligible Training Program List. The committee has and continues to work on issues surrounding the state's policy and procedures regarding subsequent eligibility for ETPL programs. Connecticut applied for and received a waiver for the implementation of a subsequent eligibility process until July 2003. The committee expects that final policy and procedures to implement the policy will be in place early next year. The committee expects to continue its work on refining and improving the process and to address issues as they arise so that our list can provide customers with the maximum opportunity for choice.

**State Evaluations of Workforce Investment Activities**

The Connecticut Department of Labor has continued to review and evaluate the performance of local Workforce Investment Areas during their second full year of WIA operation. Specific studies, reviews, and evaluations that have taken place are as follows:

**Compliance Reviews**

The Connecticut Department of Labor's Business Management unit conducts annual on-site monitoring of all boards. The purpose of the reviews is to ensure that state recipients' financial systems provide adequate fiscal control and accounting procedures, and that state recipients are in compliance with Uniform Administrative Requirements applicable to their organization. These requirements include:

- |                               |                                   |
|-------------------------------|-----------------------------------|
| ? Financial Management        | ? Monitoring                      |
| ? Cash Management             | ? MIS Validation                  |
| ? Allowable Costs             | ? Financial Reporting             |
| ? Period of Fund Availability | ? Retention and Access to Records |
| ? Matching/Earmarking         | ? Personnel Provisions            |
| ? Program Income              | ? Eligibility Determination       |
| ? Audit Requirements          | ? Fair Labor Standards Act        |
| ? Property                    | ? Davis Bacon                     |
| ? Debarment                   | ? Grievance Procedures            |
| ? Procurement                 |                                   |

At the conclusion of each review, a written report of the results is completed which identifies any weakness(es) and/or areas of non-compliance, and provides recommendations for corrective action.

The reviews conducted during PY 2001 found the following:

In accordance with WIA Regulations at Section 667.410(b)(1), compliance monitoring of the OMB Circular A-110, "Uniform Administrative Requirements for Grants and Agreements with

Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations” was conducted at all eight Regional Boards.

In general, it appears all Boards are in overall compliance with federal administrative requirements.

Financial management, including allowable costs, cash management, property controls, and audit requirements, was adequate. However, this year there was a problem with timely reporting of financial data to CTDOL in three Boards. Future adherence to due dates will be monitored in these three areas to determine if an alternative method of payment, such as reimbursement, is warranted for all DOL programs. All financial policies and procedures manuals that needed updating from last year were revised with the proper WIA language.

In four areas, a monitoring instrument sufficient for monitoring One-Stop Operators and/or subcontractors for compliance with the uniform administrative requirements per Sec. 667.400(c)(1) was still lacking. CTDOL recommended that the Boards revise the format of their monitoring tool to include a section for each of the eighteen administrative requirements to ensure all required areas are monitored.

In accordance with Connecticut Department of Labor Administrative Policy Memo AP 01-27 dated August 31, 2001, all Boards were required to develop a local policy on how the eligibility of Older Workers would be determined. At the time of monitoring, four Boards had not yet adopted an official position on how to determine the eligibility of the Older Worker participant. However, after citing these four Boards for not having the required local policy, all boards have now adopted an official position on how the eligibility of Older Workers would be determined.

Client files for WIA adult, youth and dislocated worker participants appeared more complete and organized this year. However, findings for lack of proper income verification and incorrect income calculations, the overuse or misuse of self-attestations in lieu of proper income documentation, and lack of most-in-need assessments were cited. In these cases, it was recommended that all files be reviewed and corrected if this documentation was not included or incorrect in each file. Additional training in eligibility determination was also recommended in some cases.

In comparing the 2000-2001 and 2001-2002 reviews for compliance with the USDOL Uniform Administrative Requirements, this year has shown a significant improvement in adopting and following WIA policies and procedures, determining and documenting participant eligibility, and assessing and documenting the need for training services.

## **Performance Management System**

Connecticut has developed a set of three management reports to be used by managers of WIA and partner programs. These include the monthly *At-A-Glimpse*, the *WIA Quarterly Overview of 17 Core Performance Measures*, and the quarterly *Key Managerial Report*. Together these are designed to provide managers with an array of information that can be used in making the decisions that keep the system growing and ensure effective service delivery.

The *At-A-Glimpse* is a monthly publication that tracks WIA demographics and activities statewide and regionally. It includes counts of customer levels for the programs in the One-Stop Centers. It also reports the number of registrants and the number of people receiving services each month from WIA, Wagner-Peyser, Jobs First Employment Services, and Self-Service Resource Area programs. An example of this report can be found on the following page.

The *WIA Quarterly Overview of 17 Core Performance Measures* tracks state and regional progress toward achieving the performance targets set for the seventeen measures mandated by WIA legislation. An example of this report can be found on the following page.

The *Key Managerial Report* is designed to supply information about 1) the interaction of partner programs in the state's One-Stop system and 2) program activities that are not typically discerned through general output reports. An example of this report can be found on the following page.

In PY 2001/2002 we created opportunities for eliciting feedback from those who use our reports. We have visited customers at their field office locations to review their data, provide training as requested, and solicit recommendations for improvements to report content and layouts. In addition, at the close of each quarter, "WIA Reports Review Sessions" were held with representatives from all the one-stop regions in attendance. Through the resulting dialogue, performance management staff have worked to ensure that the program managers understand the reports and have an opportunity to ask questions about the data. In that setting, the resulting discourse has continually served as a learning tool for program managers and for report developers. During the past program year, based on customer input, improvements have been made to each of the WIA reports described above.

## Monthly Report of WIA 1-B Program and WIA System Information

CTWorks System Information					
<b>Total New Participants In October</b>					
Capital	ES	SelfServ	WIA	JFES	Total*
Danb-Torr	355	214	80	31	477
MidConn	626	471	64	137	1,118
New Haven	530	411	27	118	927
Northeast	296	286	26	32	472
Southeast	481	245	16	27	606
Southwest	895	839	102	85	1,524
Waterbury	460	233	86	61	637
Total*	4,209	3,506	444	655	6,973
*Total is an unduplicated count of individuals					
<b>Total Active Participants In October</b>					
Capital	ES	SelfServ	WIA	JFES	Total*
Danb-Torr	1,812	384	432	221	2,317
MidConn	3,024	775	701	1,503	5,355
New Haven	2,812	643	183	1,650	4,888
Northeast	1,223	400	216	273	1,745
Southeast	2,120	331	202	434	2,700
Southwest	4,548	1,216	559	1,371	6,785
Waterbury	2,734	438	413	820	3,807
Total*	20,873	5,407	3,553	8,710	33,904
*Total is an unduplicated count of individuals					
<b>Statewide Clients Served (Oct '01 - Oct '02)</b>					

### CTWorks System Information

## AT-A-GLIMPSE

### A Monthly Snapshot October 2002

Opportunity • Guidance • Support  
**CONNECTICUT DEPARTMENT OF LABOR**

A Publication from the  
**Connecticut Department of Labor**  
 in cooperation with  
**CT Workforce Investment Boards and Partners**

Office for Performance Management  
 Phone: (860) 263-6747 Fax: (860) 263-6217

October WIA 1-B Program Data								
Adults • Dislocated Workers • Older Youth • Younger Youth								
<b>New WIA 1-B Participants Posted in October</b>								
	Adults	DW	Older Youth	Younger Youth	Other Grants	Total New		
Capital	14	28			1	43		
Danb-Torr	12	10			58	80		
MidConn	10	17	1	25	11	64		
New Haven	17	10				27		
Northeast	10	13	2	1		26		
Southeast	9	5	2			16		
Southwest	47	38	13	4		102		
Waterbury	32	8	7	39		86		
Total	151	129	25	70	69	444		
<b>New Clients In Program YTD (Jul 1 - Oct 31) 1,154</b>								
<b>WIA 1-B Program Participants</b>								
	October	YTD (Jul 1 - Oct 31)						
Adults	1,004	1,510						
Dislocated Workers	1,047	1,404						
Older Youth	221	258						
Younger Youth	827	908						
Other Grants	484	671						
Total Participants	3,553	4,704						
<b>WIA 1-B Program Participants By Region</b>								
	Adults	DW	Older Youth	Younger Youth	Other Grants	Total		
Capital	241	174	83	350		848		
Danb-Torr	104	158	4	23	146	432		
MidConn	116	173	14	85	338	701		
New Haven	37	47	13	86		183		
Northeast	55	87	14	60		216		
Southeast	71	39	24	48		202		
Southwest	247	219	53	41		559		
Waterbury	133	130	16	134		413		
Total	1,004	1,047	221	827	484	3,553		
<b>Adult &amp; Dislocated Worker Services in October</b>								
	WIA 1-B Core		Intensive		Training Services		Total Participants	
	A	DW	A	DW	A	DW	A	DW
Capital	187	112	115	91	25	60	241	174
	78%	64%	48%	52%	10%	34%		
Danb-Torr	11	18	35	65	65	92	104	158
	11%	11%	34%	41%	63%	58%		
MidConn	65	75	115	156	44	68	116	173
	56%	43%	99%	90%	38%	39%		
New Haven	11	10	6	7	28	37	37	47
	30%	21%	16%	15%	76%	79%		
Northeast	33	65	34	58	20	35	55	87
	60%	75%	62%	67%	36%	40%		
Southeast	38	21	41	32	11	21	71	59
	54%	36%	58%	54%	15%	36%		
Southwest	89	101	179	154	119	118	247	219
	36%	46%	72%	70%	48%	54%		
Waterbury	130	130	130	130	73	35	133	130
	98%	100%	98%	100%	55%	27%		
<b>Note:</b> The activities listed above do NOT include clients who only received services provided through Other Grant Funds (15% or less).								
<b>Younger Youth and Older Youth Services in October</b>								
	Academic Services		Work-Related		Summer Employment		Total Participants	
	OY	YY	OY	YY	OY	YY	OY	YY
Capital	50	257	81	338	0	3	83	350
	60%	73%	98%	97%	0%	1%		
Danb-Torr	0	3	0	0	3	8	4	23
	0%	13%	0%	0%	75%	35%		
MidConn	5	70	11	42	0	23	14	85
	36%	82%	79%	49%	0%	27%		
New Haven	9	70	6	35	0	3	13	86
	69%	81%	46%	41%	0%	3%		
Northeast	12	50	9	44	0	4	14	60
	86%	83%	64%	73%	0%	7%		
Southeast	3	29	24	46	0	2	24	48
	13%	60%	100%	96%	0%	4%		
Southwest	14	32	42	24	4	1	53	41
	26%	78%	79%	59%	8%	2%		
Waterbury	0	132	15	133	0	0	16	134
	0%	99%	94%	99%	0%	0%		

October Demographic Data						
WIA 1-B Program						
Gender	#	%				
Male	1548	44%				
Female	2004	56%				
<b>Race/Ethnicity</b>						
Caucasian	47%					
African-American	27%					
Hispanic	6%					
Native American, Asian, Pac. Isl.	2%					
Multiple* (Hispanic)	17%					
Multiple* (non-Hispanic)	1%					
*Multiple: clients chose more than one race!						
<b>Registration Age of Active Participants</b>						
Age	Adults	DW	OY	YY	Other	Total
14-15				474		474
16-18	9		2	352	1	364
19-21	88	13	219	1	2	323
22-29	274	91				398
30-39	332	272				96
40-49	206	370				158
50-60	82	261				156
60+	13	40				38
<b>Months in WIA 1-B For Exiters YTD</b>						
Months	Adults	DW	OY	YY	Other Grant	
<6	87	52	29	21		29
6-12	145	157	12	48		30
>12 - 18	173	161	1	11		110
> 18	204	65	0	9		30
<b>Participants in Employment At Exit</b>						
Year-To-Date Exiters						
	Emp'd	Exited	%	Oct		
Adults	167	609	27%		22%	
Disl. Workers	142	435	33%		30%	
Older Youth	28	42	67%		60%	
Other Grants	72	199	36%		85%	
<b>Hourly Wage Reported At Exit (YTD)</b>						
\$6.70 - \$10.00	180	43%				
\$10.01 - \$15.00	159	38%				
\$15.01 - \$20.00	43	10%				
>\$20.00	33	8%				

**WIA OUTCOMES OVERVIEW  
 STATEWIDE  
 PERFORMANCE OUTCOMES FOR REPORT YEAR 2002  
 DATA THAT BECAME AVAILABLE SEPTEMBER 30, 2002**

*Clients Exiting From October 1, 2000 through September 30, 2001 (Measures Using Data From Wage Records)*

	PERFORMANCE MEASURE	THIS REPORT INCLUDES DATA FOR EXITERS FROM THESE QTRS				YTD ACTUAL PERFORMANCE RY 2002 (EXITERS OCT 1, '00 - SEP 30, '01)		TARGET	% OF TARGET
		DEC '00	MAR '01	JUN '01	SEP '01				
Adults	Entered Employment	76.8%	68.8%	66.3%	80.1%	Numerator 506	74.1%	74.0%	100%
						Denominator 683			
	Employment Retention Rate	84.9%	82.3%	83.9%	84.1%	Numerator 594	84.3%	80.0%	105%
						Denominator 705			
Dislocated Workers	Earnings Change	\$3,238	\$3,141	\$2,871	\$3,199	Numerator \$2,252,196	\$3,195	\$3,200	100%
						Denominator 705			
	Employment & Credential Rate	58.7%	57.0%	46.4%	49.2%	Numerator 309	51.5%	55.0%	94%
						Denominator 600			
Older Youth	Entered Employment	77.7%	75.9%	76.4%	81.6%	Numerator 773	78.2%	78.0%	100%
						Denominator 989			
	Employment Retention Rate	87.4%	89.6%	85.6%	90.0%	Numerator 682	88.2%	86.0%	103%
						Denominator 773			
YY	Earnings Replacement	0.860	0.870	0.840	0.820	Numerator \$9,762,164	0.84	0.840	100%
						Denominator \$11,644,563			
	Employment & Credential Rate	67.6%	67.4%	62.0%	47.2%	Numerator 388	61.0%	55.0%	111%
						Denominator 636			
YY	Entered Employment	40.0%	68.0%	77.4%	60.5%	Numerator 87	67.4%	68.0%	99%
						Denominator 129			
	Employment Retention Rate	83.3%	85.0%	74.1%	68.8%	Numerator 84	75.7%	78.0%	97%
						Denominator 111			
YY	Earnings Change	\$7,305	\$3,689	\$1,482	\$2,307	Numerator \$274,216	\$2,470	\$3,200	77%
						Denominator 111			
	Employment & Credential Rate	33.3%	31.0%	45.2%	42.3%	Numerator 68	41.7%	48.0%	87%
						Denominator 163			
YY	Retention Rate	100.0%	50.0%	65.7%	61.3%	Numerator 88	63.3%	54.0%	117%
					Denominator 139				

*Clients Exiting From July 2001 through June 2002 (Data From Surveys and Case Manager Entries)*

	PERFORMANCE MEASURE	YTD ACTUAL PERFORMANCE RY 2002 (EXITERS JUL 1, '01 - JUN 30, '02)				TARGET	% OF TARGET		
		SEP '01	DEC '01	MAR '02	JUN '02				
Younger Youth	Skill Attainment Rate	78.5%	69.4%	56.6%	82.7%	Numerator 1,413	82.2%	65.0%	127%
						Denominator 1,718			
Survey	Diploma/Equivalent Rate	35.7%	2.5%	25.0%	50.8%	Numerator 68	37.4%	50.0%	75%
						Denominator 182			
Survey	Participant	68.3	69.4	73.3	68.6	# of Surveys 1,069	70.0	70	100%
	Employer	67.8	71.4	71.0	72.0	# of Surveys 814	70.2	66	106%

Measure	Numerator Definitions	Denominator Definitions
Entered Employment (Adults, Dislocated Workers, Older Youth):	Exiters Unemployed at Registration and Employed 1st Qtr Post-Exit	Exiters Unemployed at Registration
Retention Rate (Adults, Dislocated Workers, Older Youth):	Exiters Emp'd 1st & 3rd Qtr Post-Exit	Exiters Employed 1st Qtr Post-Exit, Excluding OY in Post-Second. Ed.
Retention Rate (Younger Youth)	Exiters Active in School, Military, Training 3rd Qtr Post-Exit	Exiters NOT in Secondary School
Earnings Change (Adults, Older Youth):	Wages 2 & 3 Qtrs Post-Exit - Wages 2 & 3 Qtrs Pre-Reg.	Exiters Employed 1st Qtr Post-Exit
Earnings Replacement (Dislocated Workers):	Sum of Wages 2 & 3 Qtrs Post-Exit	Sum of Wages 2 & 3 Quarters Pre-
Emp. & Credential Rate (Adults, Dislocated Workers):	Exiters Who Earned Credential and Employed 1st Qtr Post-Exit	Exiters Received Training Service
Credential Rate (Older Youth):	Exiters Who Earned a Credential within 3 Qtrs Post-Exit	Total Older Youth Exiters
Skill Attainment (Younger Youth)	# of Goals Attained	# of Goals Set
Diploma or Equivalent (Younger Youth)	Attained GED or Diploma within 1 Qtr Post-Exit	No Diploma or GED at Registration

Quarterly Key Managerial Report

**KEY MANAGERIAL REPORT**  
**STATEWIDE**

DATA THAT BECAME AVAILABLE: SEPTEMBER 30, 2002

PROCESS MEASURES	CURRENT QUARTER					PREVIOUS 4 QUARTERS			
	Jul-Sep '02	Numerator	Denominator	Statewide Range High	Statewide Range Low	Apr-Jun '02	Jan-Mar '02	Oct-Dec '01	Jul-Sep '01
% OF TIC REGISTRANTS WHO ARE REGISTERED FOR ES SERVICES	42.6%	16,372	38,461	64.5%	25.5%	34.7%	30.9%	23.3%	N/A
% OF TOTAL ES REGISTRANTS WHO WERE SERVED THIS QTR	100.0%	16,372	16,372	100.0%	100.0%	46.3%	50.8%	37.2%	N/A
% OF ES REGISTRANTS SERVED THIS QTR WHO RECEIVED ES SERVICES ON MORE THAN ONE VISIT	70.5%	11,539	16,372	91.3%	57.8%	52.1%	27.9%	28.5%	30.1%
% OF ES REGISTRANTS USING THE RESOURCE AREA IN THE QTR	25.3%	4,141	16,372	38.5%	15.8%	10.8%	13.5%	10.7%	9.8%
% OF WIA CLIENTS (ADULTS/DW/EG) ACTIVE IN WIA TRAINING OR INTENSIVE SERVICES (BEYOND ASSESSMENT)	80.2%	2,586	3,226	100.0%	55.1%	80.2%	80.3%	76.9%	69.0%
% OF WIA CLIENTS USING THE RESOURCE AREA	13.0%	564	4,325	24.6%	7.1%	11.3%	15.1%	16.5%	17.4%
% OF WIA ADULTS ALSO REGISTERED IN JFES	2.8%	301	10,630	8.2%	0.9%	3.4%	3.6%	3.9%	N/A
% OF JFES CLIENTS USING THE RESOURCE AREA	7.6%	811	10,630	27.7%	3.7%	7.9%	9.3%	8.6%	7.6%
% OF NEW RESOURCE AREA CLIENTS	73.4%	8,306	11,313	90.8%	63.4%	69.8%	75.7%	76.8%	76.3%
% OF CLIENTS USING RESOURCE AREA MORE THAN ONCE	43.2%	4,883	11,313	49.3%	37.5%	41.0%	41.4%	41.3%	46.2%
AVERAGE # OF VISITS BY A CLIENT TO THE RESOURCE AREA IN THE QUARTER	2.98	33,662	11,313	3.58	2.33	2.90	2.83	2.61	2.59
% OF RESOURCE AREA CLIENTS WHO DID NOT TAKE A SERVICE FROM ANY OTHER PROGRAM	56.9%	6,434	11,313	70.5%	42.6%	46.6%	46.8%	44.3%	46.9%

CROSSTABS OF CLIENTS AND SERVICES

Active Participants Registered In The Report Quarter

RESOURCE AREA	TOTAL CLIENTS REG'D	REG'D IN THIS SYSTEM ONLY	REG'D IN MULTIPLE SYSTEMS	RESOURCE AREA	RESOURCE AREA	RESOURCE AREA	RESOURCE AREA
RESOURCE AREA	11,313	6,434	4,879	RESOURCE AREA	811	301	536
JFES	10,630	8,514	2,116	JFES	1,417	536	WAGNER-PEYSER
WIA	4,325	3,248	1,077	WIA	564	244	WAGNER-PEYSER
WAGNER-PEYSER	16,372	10,910	5,462	WAGNER-PEYSER	4,141	1,321	534

*"Stair-Steps"*

Clients Served In The Report Quarter

RESOURCE AREA	TOTAL CLIENTS SERVED	SERVED IN THIS SYSTEM ONLY	SERVED IN MULTIPLE SYSTEMS	RESOURCE AREA	RESOURCE AREA	RESOURCE AREA	RESOURCE AREA
RESOURCE AREA	11,313	6,510	4,803	RESOURCE AREA	710	244	534
JFES	8,129	6,243	1,886	JFES	1,321	534	WAGNER-PEYSER
WIA	4,311	3,283	1,028	WIA	564	244	WAGNER-PEYSER
WAGNER-PEYSER	16,372	10,990	5,382	WAGNER-PEYSER	4,141	1,321	534

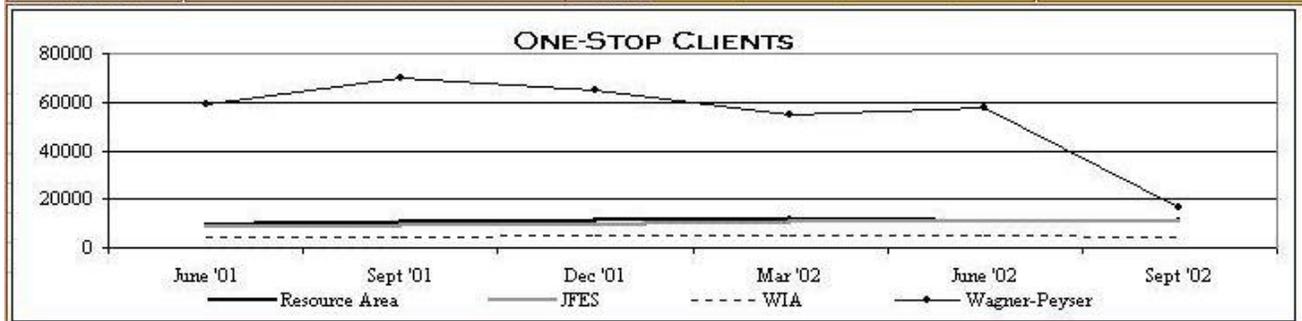
*"Stair-Steps"*

## KEY MANAGERIAL REPORT

### STATEWIDE

DATA THAT BECAME AVAILABLE: SEPTEMBER 30, 2002

CUSTOMER FLOW		Sept '02	June '02	Mar '02	Dec '01	Sept '01
NEW CLIENTS	NEW IN RESOURCE AREA IN QTR	8,306				
	NEW JFES IN QTR	2,031				
	NEW WIA IN QTR	761	1,112	1,244	1,686	1,364
	NEW WAGNER-PEYSER IN QTR	16,372				
CLIENTS ACTIVE IN QUARTER	TOTAL RESOURCE AREA IN QTR	11,313	10,528	12,550	11,480	11,022
	TOTAL JFES IN QTR	10,630	10,769	10,535	9,372	9,222
	TOTAL WIA IN QTR	4,325	5,100	5,010	4,871	4,030
	TOTAL WAGNER-PEYSER IN QTR	16,372	57,424	54,456	64,959	69,937
CLIENTS EXITING IN	JFES EXITERS IN QUARTER	2,966	2,807	2,554	2,781	2,650
	WIA EXITERS IN QUARTER	1,026	1,040	463	612	356
CLIENTS YTD	PROGRAM YTD RESOURCE AREA	11,108				
	PROGRAM YTD JFES	10,630				
	PROGRAM YTD WIA	4,311				
	PROGRAM YTD ES	16,372				
ONE-STOP CLIENTS	TOTAL ONE-STOP CLIENTS IN QTR	35,538	73,104	69,959	78,028	82,406
	TOTAL ONE-STOP CLIENTS YTD	35,538				



		TRAINING SERVICES			TOTAL SERVED	TOTAL
		WIA CORE	INTENSIVE			
<b>Workforce Investment Act (Adults/DW)</b>	SERVED THIS QTR	1,278	1,726	1,263	2,643	2,880
	% OF TOTAL	47.7%	64.4%	47.1%	98.6%	
<b>Workforce Investment Act (Older/Younger Youth)</b>	SERVED THIS QTR	893	750	393	1,101	1,131
	% OF TOTAL	79.0%	66.3%	34.7%	97.3%	

#### Employer Contacts For WIA Customer Satisfaction Survey July 1 - September 30, 2002

	# OF CONTACTS FROM ONE-STOP STAFF	# OF CONTACTS FROM DOL CENTRAL OFFICE	UNIDENTIFIED REGION/OFFICE	TOTAL CONTACTS UNDUPLICATED	# RESPONDED TO 3 WIA QUESTIONS	TOTAL SCORE
CAPITAL	7	47				
DANB-TORR	2	1				
MIDCONN	4	67				
NEW HAVEN	5	88				
NORTHEAST	19	2				
SOUTHEAST	1					
SOUTHWEST	22	46				
WATERBURY	5	40				
STATEWIDE	65	291	204	560		

## **WIA Youth Program Quality Appraisal**

During the past few months, staff from the Quality Program Review Unit visited all eight Workforce Investment Areas to conduct a program review of the youth programs. A particular focus of the Youth program review was the summer component. Since the implementation of the Workforce Investment Act, this is the second round of reviews to occur.

Each two-day review covered the following elements:

- A management analysis of enrollment and expenditures;
- Out-of-school expenditure rate;
- Preliminary data on performance measures; and
- Goal attainment.

Additional review looked at the composition and duties of the youth council, youth program design, and many of the systems which are set in place in each area to administer the program. In each area, we visited at least one of the youth program operators and had the opportunity to interview both staff and students.

A summary of the findings from the eight areas follows:

**30% OSY Expenditure Rate:** Final results indicated that five of the eight areas had exceeded their 30% requirement (to a high point of 58%). The remaining three areas were within a few percentage points of the requirement. Since there is a two-year period to meet this mandate, we believe that PY 2001 out-of-school expenditures will be approximately 50% of final expenditures.

**Performance Measures:** Our reviews of youth performance provided us with some common findings and observations. Most areas were still trying to determine how best to incorporate youth performance measures into program design.

- **Older Youth:** Initial indications are that the state will be able to meet all of the older youth measures with the exception of the older youth earning change.
- **Younger Youth:** Our review of the younger youth measures indicates that we will meet the younger youth retention rate and the younger youth skill attainment rate, but will have difficulty attaining the younger youth diploma equivalent rate.

In order to improve upon their WIA youth performance, areas will need to more fully engage their operators in understanding the importance of youth performance measures.

**Goal Attainment:** Our review showed that all areas were performing exceedingly well in meeting goals set for younger youth, with the rates of success highest for work readiness skills. On a statewide basis, we expect over 80% of goals set to be attained.

**Coordination:** It is clear that all areas have made great strides in this area. Last year, the youth councils were still taking steps to identify and begin to coordinate with other youth councils (i.e., city youth advisory boards) in their workforce investment areas. This year, almost all areas have

cross representation to some degree with other youth serving boards/councils in their area. In some cases, this has led to collaborative projects such as youth fairs and career days for youths. In addition, there has been a good deal of information sharing between the WIA youth councils in the eight areas. Perhaps this points to the benefit of a more formal organization of WIA youth councils which could allow for discussion of common issues and sharing of best practices.

***Leveraging Other Funding:*** This year, more areas have turned to other funding sources to provide summer jobs for youths. Five areas put together summer programs which consisted of funding from sources such as WIA, State Distressed Cities, OPM, SDE, Enterprise funding, city funds, private employer sponsors, and public foundations. Two areas had only WIA and State Distressed Cities funds, and the remaining area (not eligible for state funds) used only WIA funding. For year-round programming, all areas put a premium on proposals which combine funding streams, sometimes in new and innovative ways (see “Innovative Practices” and “Exemplary Programs” for examples).

***Case Management:*** When the need arises, WIA case managers work cooperatively with other agency case managers to refer participants and ensure the delivery of appropriate services to their common clients. In all areas, it is the WIA case manager who oversees the system, and follows up to ensure that clients received the appropriate service. Six areas believe there are sufficient services available in their areas, while two say there is a shortage of beds in emergency shelters, as well as a shortage of beds for in-patient mental health treatment.

***Conclusions:*** As the Workforce Investment Areas enter their third year of WIA programming, it is clear that they have grasped and endorsed the concept of year-round youth programming. Each program year, they have upped the bar as they strive to improve the quality and variety of the programs, while also providing technical assistance and sharing best practices with their program operators. Most importantly, all areas continue to reach out to other youth serving organizations in order pull together a youth development system which can coordinate scarce resources and encourage activities which combine funding streams.

Local youth councils should be applauded for all they have accomplished in a very short period of time. Moving from JTPA to WIA was more than simply a change of names; it required not only a different programming concept and greater accountability, but also required changes in organization and local systems, as well as the implementation of new policies and procedures. None of this could have happened without the commitment and dedication of CETC Youth Committee members, local WIA youth council members, Workforce Investment Board staff, and local program operators throughout the state who are dedicated to creating a quality youth development system to serve Connecticut’s young people.

### **WIA Management Information System**

During PY 01, the Connecticut Department of Labor continued to utilize its internally-designed and modified management information system to fulfill data collection and reporting needs and requirements of the Workforce Investment Act. Staff from the Connecticut Department of Labor’s Quality Program Review Unit and Information Technology worked with local boards during the past year to refine the system so that it could better serve their WIA needs. Specific enhancements have been made in the eligibility determination process for youths and in the youth employability

enhancement area. The system allows us to meet all of our state and federal reporting requirements. It also provides boards with monthly reports on participant characteristics, activities and outcomes. It also contains information on partner program activities and provides local boards with monthly tickler notices on clients requiring follow-up. The system also provides automatic notice of potential soft exiters. It provides invaluable information in our reviews on local performance and is a framework in the development of our new CT Works Business System.

### *Current and Future Projects*

#### **CT Works Business System**

The state is developing and implementing a new computer system that will support the operational and management needs of the State of Connecticut in its administration of employment services under the Workforce Investment Act (WIA). The CT Works Business System (CTWBS) is being developed by the Department of Labor in conjunction with the Office for Workforce Competitiveness and the Regional Workforce Investment Boards. As part of the overall system project, the state is reviewing its statewide One-Stop operations policies. The anticipated benefits of the new system are:

- One-Stop Operation

The system will make available better data on all aspects of operation to the one-stop operator, provide tools to support the operation, and enable a more efficient delivery of services. It will enable the One-Stop to function as a true One-Stop.

- Integrated Case Management

The system will support integrated case management for participants in a number of programs, including WIA Adults, Dislocated Workers and Youth, Wagner-Peyser Veterans, Jobs First Employment Services (JFES). Currently there are separate case management processes for these. The case management component will be built upon the existing DOL CMIS.

- Labor Exchange—Employer Focused Job Matching

The Internet-based state labor exchange system will be available to the entire workforce investment community as well as to employers and the public. It will focus on the needs of employers and enable employers and job seekers to find each other more effectively. This will replace DOL's current labor exchange system. It will exchange data with America's Job Bank.

- Employer Contact Management

This will allow better service to employers by enabling workforce investment community to coordinate contacts and track employer needs, services provided to the employer, and

provide better information about employers (contracts awarded, etc.). This incorporates the functionality of the existing DOL ECM system.

- **Data and Reporting**

The system will enable better data collection for planning, management and reporting purposes. Partners will have direct access to data, data will be more complete and data will be available on a timelier basis. The system will generate the mandated federal reports for the WIA Title I-B programs and for Wagner-Peyser.

The project is headed by a project director, and representatives from each Workforce Investment Board, the Department of Labor, and the Office for Workforce Competitiveness participate in all aspects of the system development. The development of the business requirements involved over 100 individuals from these and other organizations. Other interested parties, such as representatives of business, participate as well. Softscape, Inc. of Wayland, Massachusetts under contract with the Department of Labor is developing the software for the system.

The system is scheduled to be implemented in the spring of 2003.

For further information concerning the CT Works Business system, contact John Ford, CTWBS project Director at his email address [John.Ford@po.state.ct.us](mailto:John.Ford@po.state.ct.us).

### **Faith-Based Outreach Initiative**

In June of this year, the Connecticut Department of Labor (DOL) applied for and received funding to create and pilot a one-year Faith-Based/Grass Roots/Community-Based Outreach Initiative. Ours is primarily an outreach and marketing effort, intended to introduce and promote Connecticut's One-Stop/Career Center services to Faith-Based/Grass Roots/Community-Based organizations. Our goal is to provide these organizations with an understanding of and access to the no-cost employment and training services available to all and offered through the One-Stop/Career Centers.

Faith-Based/Grass Roots/Community-Based organizations are also being encouraged to become part of the Workforce development mix. We are inviting these organizations to take a seat at the tables where workforce-related decisions are discussed and formulated – on The Workforce Investment Boards, if possible, and on the committees and sub-committees of those boards. We hope to make it possible, for those who are willing and eligible, to compete for funding by being included in Employment and Training bidding processes.

As partners in this effort, each Workforce Investment Board has identified a designated board staff person as a Faith-Based/Grass Roots/Community-Based organization contact. These liaisons will also coordinate their faith-based, grassroots and community-based activities with their designated DOL counterparts in our One-Stop/Career Centers.

Along with coordinating One-Stop activities with their board counterparts, DOL designated staff are available for conducting informational workshops, leading tours of the One-Stop office, or presenting orientation sessions for the administrators and/or customers of Faith-Based/Grass Roots/Community-Based organizations. We are more than willing to reserve space in our One-

Stop offices for groups or coalitions of Faith-Based/Grass Roots/Community-Based organizations to hold their quarterly or monthly meetings, and we would welcome the opportunity to present an overview of our services as part of the agenda of any such meetings.

We will be creating a Faith-Based/Grass Roots/Community-Based organizations web-site link on the Connecticut Department of Labor's web page ([www.ctdol.state.ct.us](http://www.ctdol.state.ct.us)). There, we plan to showcase success stories and illustrate best practices; provide information kits and outreach materials; publicize funding opportunities that may come to our attention; publish a calendar of state and local events that may be of interest to Faith-Based/Grass Roots/Community-Based organizations; and to list local contact people and other resources for such organizations.

### *Capacity Building*

Connecticut has always realized that one of the greatest strengths of its workforce development system is the dedicated workforce development professionals throughout the state. To transform the *CTWorks* system to a locally driven system responsive to the demands of both external and internal customer, Connecticut determined that it needs to invest in its frontline staff by developing a life-long learning institute to support their education and development. The guiding principles of the project are collaboration, customer focus, customer choice and accountability. The success of the Training Institute is due in large part to a high degree of collaboration and cooperation of the partners as members of the Capacity Building Advisory Board. The Capacity Building Advisory Board identifies training needs, curriculum is developed by Connecticut Department of Labor's Staff Development Unit or is purchased, and training is made available to *CTWorks* front line staff.

During the upcoming program year, capacity building activities will focus on preparing staff for the *CTWorks* Business System and providing an opportunity for frontline partner staff to begin the certification process for the nationally recognized Career Development Facilitator program.

**TABULAR SECTION**

**TABLE A - WORKFORCE INVESTMENT ACT CUSTOMER SATISFACTION RESULTS**

	Negotiated Performance Level	Actual Performance — American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
<b>Program Participants</b>	70.0	70.0	1,069	3,782	1,858	57.5%
<b>Employers</b>	66.0	70.2	814	1,197	1,197	68.0%

**TABLE B - ADULT PROGRAM RESULTS AT-A-GLANCE**

	Negotiated Performance Level	Actual Performance Level		
<b>Entered Employment</b>	74.0%	74.1%	506	Numerator
			683	Denominator
<b>Employment Retention Rate</b>	80.0%	84.3%	594	Numerator
			705	Denominator
<b>Earnings Change in Six Months</b>	\$3,200	\$3,195	\$2,252,196	Numerator
			705	Denominator
<b>Employment and Credential Rate</b>	55.0%	51.5%	309	Numerator
			600	Denominator

**TABLE C - OUTCOMES FOR ADULT SPECIAL POPULATIONS**

Reported Information	Public Assistance Recipients Receiving		Veterans		Individuals With Disabilities		Older Individuals		
	<b>Entered Employment</b>	67.7%	149	63.5%	33	47.0%	31	69.2%	27
		220		52		66		39	Den
<b>Employment Retention Rate</b>	79.1%	167	87.2%	34	87.8%	36	88.9%	32	Num
		211		39		41		36	Den
<b>Earnings Change in Six Months</b>	\$4,194	\$884,964	\$4,477	\$174,597	\$1,508	\$61,847	\$616	\$22,174	Num
		211		39		41		36	Den
<b>Employment and Credential Rate</b>	50.2%	103	48.6%	17	21.6%	11	37.0%	10	Num
		205		35		51		27	Den

**TABLE D - OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
	<b>Entered Employment</b>	70.7%	299	79.6%	207
		423		260	Denominator
<b>Employment Retention Rate</b>	82.9%	374	86.6%	220	Numerator
		451		254	Denominator
<b>Earnings Change in Six Months</b>	\$3,545	\$1,599,002	\$2,577	\$654,612	Numerator
		451		254	Denominator
<b>Employment and Credential Rate</b>	51.5%	309			Numerator
		600			Denominator

**TABLE E - DISLOCATED WORKER PROGRAM RESULTS AT-A-GLANCE**

	Negotiated Performance Level	Actual Performance Level		
<b>Entered Employment</b>	78%	78.2%	773	Numerator
			989	Denominator
<b>Employment Retention Rate</b>	86%	88.2%	682	Numerator
			773	Denominator
<b>Earnings Replacement Rate</b>	0.84	0.84	\$9,762,164	Numerator
			\$11,644,563	Denominator
<b>Employment and Credential Rate</b>	55.0%	61.0%	388	Numerator
			636	Denominator

**TABLE F - OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers		
<b>Entered Employment</b>	69.6%	80	69.4%	50	57.7%	94	100.0%	12	Num
		115		72		163		12	Den
<b>Employment Retention Rate</b>	92.5%	74	82.0%	41	90.4%	85	83.3%	10	Num
		80		50		94		12	Den
<b>Earnings Replacement Rate</b>	0.820	\$1,129,879	0.840	\$552,335	0.650	\$991,352	1.740	\$130,683	Num
		\$1,374,895		\$655,426		\$1,518,101		\$75,309	Den
<b>Employment and Credential Rate</b>	57.7%	41	51.0%	26	40.9%	36	75.0%	6	Num
		71		51		88		8	Den

**TABLE G - OTHER OUTCOME INFORMATION FOR THE DISLOCATED WORKER PROGRAM**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
<b>Entered Employment</b>	79.1%	503	76.5%	270	Numerator
		636		353	Denominator
<b>Employment Retention Rate</b>	88.9%	447	87.0%	235	Numerator
		503		270	Denominator
<b>Earnings Replacement Rate</b>	0.880	\$6,265,557	0.790	\$3,496,607	Numerator
		\$7,147,828		\$4,424,585	Denominator
<b>Employment and Credential Rate</b>	61.0%	388			Numerator
		636			Denominator

**TABLE H - OLDER YOUTH PROGRAM RESULTS AT-A-GLANCE**

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment</b>	68.0%	67.4%	87 Numerator
			129 Denominator
<b>Employment Retention Rate</b>	78.0%	75.7%	84 Numerator
			111 Denominator
<b>Earnings Change in Six Months</b>	\$3,200	\$2,470	\$274,216 Numerator
			111 Denominator
<b>Employment and Credential Rate</b>	48.0%	41.7%	68 Numerator
			163 Denominator

**TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth		
	<b>Entered Employment</b>	66.7%	26 39	100.0%	2 2	68.8%	11 16	62.7%	69 110
<b>Employment Retention Rate</b>	70.0%	21 30	50.0%	1 2	54.5%	6 11	77.0%	67 87	Num Den
<b>Earnings Change in Six Months</b>	\$2,889	\$86,661 30	\$1,554	\$3,107 2	\$1,015	\$11,170 11	\$1,926	\$167,590 87	Num Den
		17 45		0 2		11 18		54 137	Num Den

**TABLE J - YOUNGER YOUTH PROGRAM RESULTS AT-A-GLANCE**

	Negotiated Performance Level	Actual Performance Level	
<b>Skill Attainment</b>	65%	82.2%	1,413 Numerator
			1,718 Denominator
<b>Diploma or Equivalent Rate</b>	50%	37.4%	68 Numerator
			182 Denominator
<b>Retention Rate</b>	54%	63.3%	88 Numerator
			139 Denominator

**TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth		
	<b>Skill Attainment</b>	85.7%	366 427	86.6%	277 320	82.3%	247 300
<b>Diploma or Equivalent Rate</b>	41.9%	18 43	75.0%	21 28	13.3%	12 90	Numerator Denominator
<b>Retention Rate</b>	59.3%	16 27	57.5%	23 40	65.2%	43 66	Numerator Denominator

**TABLE L - OTHER REPORTED INFORMATION**

	Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
<b>Adults</b>	8.0%	41	\$4,457	\$2,255,243	69.6%	201	Numerator
		512		506		289	Denominator
<b>Dislocated Workers</b>	5.2%	37	\$6,202	\$4,794,316	73.0%	324	Numerator
		714		773		444	Denominator
<b>Older Youth</b>	0.0%	0	\$2,525	\$219,632			Numerator
		62		87		Denominator	

	12 Month Employment Retention		12 Month Earnings Change/Replacement		
<b>Adults</b>	77.5%	939	\$3,953	\$4,791,417	Numerator
		1,212		1,212	Denominator
<b>Dislocated Workers</b>	86.5%	2,911	0.83	\$42,350,948	Numerator
		3,366		50,969,737	Denominator
<b>Older Youth</b>	75.8%	119	\$3,663	\$575,103	Numerator
		157		157	Denominator

**TABLE M - PARTICIPATION LEVELS**

	Total Participants Served	Total Exiters
<b>Adults</b>	2628	1433
<b>Dislocated Workers</b>	2641	1445
<b>Older Youth</b>	478	259
<b>Younger Youth</b>	1326	683

**TABLE N - COST OF PROGRAM ACTIVITIES**

Program Activity		Total Federal Spending
<b>Local Adults</b>		\$6,665,289
<b>Local Dislocated Workers</b>		\$5,631,807
<b>Local Youth</b>		\$7,778,827
<b>Rapid Response (up to 25%)</b>		\$1,696,386
<b>Statewide Required Activities (up to 15%)</b>		\$3,427,087
<b>Statewide Allowable Activities</b>	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		\$25,199,396

**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Bridgeport Region	<b>Total Participants Served</b>	Adults	913
		Dislocated Workers	842
		Older Youth	156
		Younger Youth	206
<b>ETA Assigned #</b>  09005	<b>Total Exiters</b>	Adults	346
		Dislocated Workers	417
		Older Youth	101
		Younger Youth	125

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.0	69.8	<i>Exceeded</i>
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	73.0%	83.5%	<i>Exceeded</i>
	Dislocated Workers	79.4%	87.7%	<i>Exceeded</i>
	Older Youth	68.3%	64.1%	Met
<b>Retention Rate</b>	Adults	76.2%	79.1%	<i>Exceeded</i>
	Dislocated Workers	87.5%	90.2%	<i>Exceeded</i>
	Older Youth	75.3%	64.5%	Met
	Younger Youth	56.0%	50.0%	Met
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$2,559	Met
	Dislocated Workers	0.675	0.92	<i>Exceeded</i>
	Older Youth	\$3,238	\$1,774	Not Met
<b>Credential/Diploma Rate</b>	Adults	56.9%	42.3%	Not Met
	Dislocated Workers	55.1%	50.0%	Met
	Older Youth	47.8%	32.7%	Not Met
	Younger Youth	39.0%	0.0%	Not Met
<b>Skill Attainment Rate</b>	Younger Youth	59.0%	83.2%	<i>Exceeded</i>

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target)	<b>Met</b> (80% to 100% of Target)	<b>Exceeded</b> (Above 100% of Target)
	4	5	7

**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Danbury- Torrington Region	<b>Total Participants Served</b>	Adults	153
		Dislocated Workers	154
		Older Youth	14
		Younger Youth	87
<b>ETA Assigned #</b>  09015	<b>Total Exiters</b>	Adults	81
		Dislocated Workers	59
		Older Youth	12
		Younger Youth	70

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.0	80.8	<i>Exceeded</i>
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	75.0%	63.0%	Met
	Dislocated Workers	79.4%	69.6%	Met
	Older Youth	70.4%	100.0%	<i>Exceeded</i>
<b>Retention Rate</b>	Adults	81.3%	81.5%	<i>Exceeded</i>
	Dislocated Workers	87.5%	87.2%	Met
	Older Youth	78.4%	75.0%	Met
	Younger Youth	54.0%	60.6%	<i>Exceeded</i>
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$4,073	<i>Exceeded</i>
	Dislocated Workers	0.931	0.820	Met
	Older Youth	\$3,508	\$2,031	Not Met
<b>Credential/Diploma Rate</b>	Adults	56.9%	55.3%	Met
	Dislocated Workers	55.1%	64.7%	<i>Exceeded</i>
	Older Youth	49.8%	25.0%	Not Met
	Younger Youth	57.0%	6.7%	Not Met
<b>Skill Attainment Rate</b>	Younger Youth	71.0%	93.8%	<i>Exceeded</i>

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target)	<b>Met</b> (80% to 100% of Target)	<b>Exceeded</b> (Above 100% of Target)
	3	6	7

**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Hartford Region	<b>Total Participants Served</b>	Adults	671
		Dislocated Workers	414
		Older Youth	108
		Younger Youth	306
<b>ETA Assigned #</b>  09025	<b>Total Exiters</b>	Adults	441
		Dislocated Workers	276
		Older Youth	28
		Younger Youth	91

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.0	63.7	Met
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	76.1%	77.6%	Exceeded
	Dislocated Workers	78.4%	72.4%	Met
	Older Youth	67.3%	63.6%	Met
<b>Retention Rate</b>	Adults	82.4%	91.3%	Exceeded
	Dislocated Workers	87.5%	88.0%	Exceeded
	Older Youth	77.4%	88.9%	Exceeded
	Younger Youth	54.0%	33.3%	Not Met
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$2,489	Not Met
	Dislocated Workers	0.954	0.850	Met
	Older Youth	\$2,968	\$3,634	Exceeded
<b>Credential/Diploma Rate</b>	Adults	51.7%	48.7%	Met
	Dislocated Workers	50.1%	57.9%	Exceeded
	Older Youth	49.8%	64.3%	Exceeded
	Younger Youth	57.0%	3.0%	Not Met
<b>Skill Attainment Rate</b>	Younger Youth	60.0%	75.4%	Exceeded

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target)	<b>Met</b> (80% to 100% of Target)	<b>Exceeded</b> (Above 100% of Target)
	3	5	8

**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b> Mid-Connecticut Region	<b>Total Participants Served</b>	Adults	254
		Dislocated Workers	351
		Older Youth	50
		Younger Youth	148
<b>ETA Assigned #</b> 09010	<b>Total Exiters</b>	Adults	147
		Dislocated Workers	190
		Older Youth	26
		Younger Youth	83

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.0	73.3	Exceeded
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	73.0%	76.4%	Exceeded
	Dislocated Workers	76.4%	93.7%	Exceeded
	Older Youth	67.3%	57.1%	Met
<b>Retention Rate</b>	Adults	80.3%	84.1%	Exceeded
	Dislocated Workers	85.4%	89.9%	Exceeded
	Older Youth	77.4%	80.0%	Exceeded
	Younger Youth	54.0%	84.2%	Exceeded
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$4,587	Exceeded
	Dislocated Workers	0.814	0.900	Exceeded
	Older Youth	\$3,238	-\$1,350	Not Met
<b>Credential/Diploma Rate</b>	Adults	56.9%	68.5%	Exceeded
	Dislocated Workers	55.1%	81.3%	Exceeded
	Older Youth	47.8%	50.0%	Exceeded
	Younger Youth	48.0%	82.6%	Exceeded
<b>Skill Attainment Rate</b>	Younger Youth	70.0%	84.4%	Exceeded

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target) 	<b>Met</b> (80% to 100% of Target) 	<b>Exceeded</b> (Above 100% of Target) 14
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**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b> New Haven Region	<b>Total Participants Served</b>	Adults	203
		Dislocated Workers	202
		Older Youth	46
		Younger Youth	264
<b>ETA Assigned #</b> 09035	<b>Total Exiters</b>	Adults	180
		Dislocated Workers	173
		Older Youth	33
		Younger Youth	178

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	71.0	67.0	Met
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	73.0%	63.9%	Met
	Dislocated Workers	77.4%	89.6%	Exceeded
	Older Youth	68.3%	78.6%	Exceeded
<b>Retention Rate</b>	Adults	77.2%	81.2%	Exceeded
	Dislocated Workers	81.2%	90.7%	Exceeded
	Older Youth	78.4%	73.1%	Met
	Younger Youth	58.0%	47.1%	Met
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$2,552	Not Met
	Dislocated Workers	0.931	0.800	Met
	Older Youth	\$3,238	\$2,419	Not Met
<b>Credential/Diploma Rate</b>	Adults	56.9%	50.7%	Met
	Dislocated Workers	55.1%	69.0%	Exceeded
	Older Youth	45.8%	46.9%	Exceeded
	Younger Youth	54.0%	72.4%	Exceeded
<b>Skill Attainment Rate</b>	Younger Youth	58.0%	98.6%	Exceeded

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target) 2	<b>Met</b> (80% to 100% of Target) 6	<b>Exceeded</b> (Above 100% of Target) 8
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**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Southeast (New London) Region	<b>Total Participants Served</b>	Adults	156
		Dislocated Workers	115
		Older Youth	30
		Younger Youth	50
<b>ETA Assigned #</b>  09040	<b>Total Exiters</b>	Adults	96
		Dislocated Workers	64
		Older Youth	9
		Younger Youth	10

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.0	77.9	<i>Exceeded</i>
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	60.5%	73.0%	<i>Exceeded</i>
	Dislocated Workers	75.4%	66.1%	<i>Met</i>
	Older Youth	67.3%	55.6%	<i>Met</i>
<b>Retention Rate</b>	Adults	74.1%	88.1%	<i>Exceeded</i>
	Dislocated Workers	83.3%	89.2%	<i>Exceeded</i>
	Older Youth	79.5%	90.5%	<i>Exceeded</i>
	Younger Youth	37.0%	100.0%	<i>Exceeded</i>
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$5,099	<i>Exceeded</i>
	Dislocated Workers	0.896	0.950	<i>Exceeded</i>
	Older Youth	\$3,238	\$3,264	<i>Exceeded</i>
<b>Credential/Diploma Rate</b>	Adults	64.1%	70.6%	<i>Exceeded</i>
	Dislocated Workers	62.1%	58.8%	<i>Met</i>
	Older Youth	46.8%	38.2%	<i>Met</i>
	Younger Youth	39.0%	—	
<b>Skill Attainment Rate</b>	Younger Youth	57.0%	76.9%	<i>Exceeded</i>

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target)	<b>Met</b> (80% to 100% of Target)	<b>Exceeded</b> (Above 100% of Target)
	0	4	11

**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Northeast Region	<b>Total Participants Served</b>	Adults	81
		Dislocated Workers	86
		Older Youth	43
		Younger Youth	105
<b>ETA Assigned #</b>  09020	<b>Total Exiters</b>	Adults	53
		Dislocated Workers	42
		Older Youth	26
		Younger Youth	44

		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	71.0	71.4	<i>Exceeded</i>
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	73.0%	58.1%	Not Met
	Dislocated Workers	79.4%	81.0%	<i>Exceeded</i>
	Older Youth	68.3%	77.8%	<i>Exceeded</i>
<b>Retention Rate</b>	Adults	82.4%	89.3%	<i>Exceeded</i>
	Dislocated Workers	87.5%	82.4%	Met
	Older Youth	79.5%	71.4%	Met
	Younger Youth	54.0%	75.0%	<i>Exceeded</i>
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$4,385	<i>Exceeded</i>
	Dislocated Workers	0.931	0.910	Met
	Older Youth	\$3,238	\$2,538	Not Met
<b>Credential/Diploma Rate</b>	Adults	46.5%	46.9%	<i>Exceeded</i>
	Dislocated Workers	55.1%	66.7%	<i>Exceeded</i>
	Older Youth	44.8%	11.1%	Not Met
	Younger Youth	39.0%	48.3%	<i>Exceeded</i>
<b>Skill Attainment Rate</b>	Younger Youth	59.0%	82.6%	<i>Exceeded</i>

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

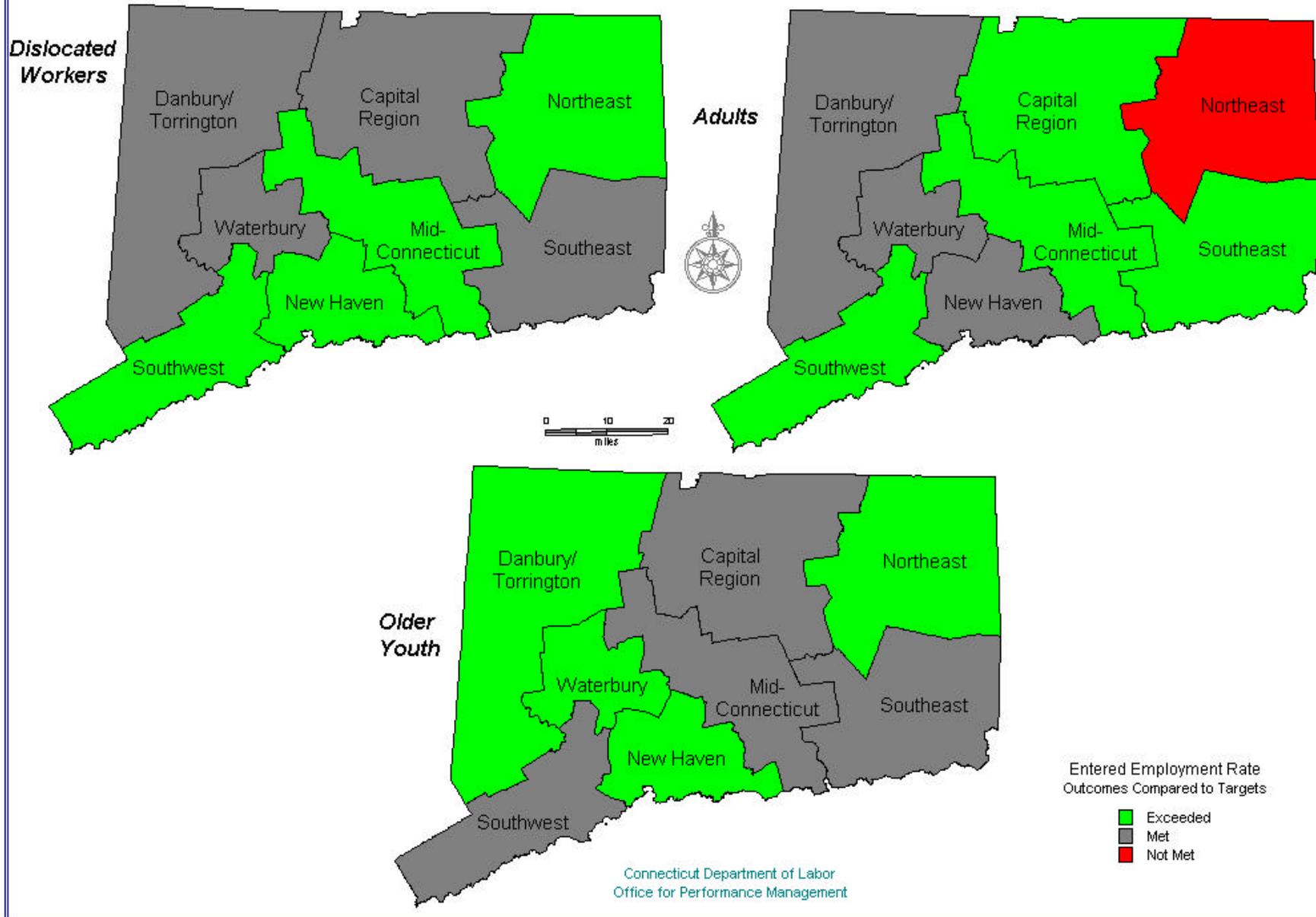
**TABLE O - LOCAL PERFORMANCE**

<b>Local Area Name</b>  Waterbury Region	<b>Total Participants Served</b>	Adults	197
		Dislocated Workers	219
		Older Youth	31
		Younger Youth	160
<b>ETA Assigned #</b>  09045	<b>Total Exiters</b>	Adults	89
		Dislocated Workers	77
		Older Youth	24
		Younger Youth	82

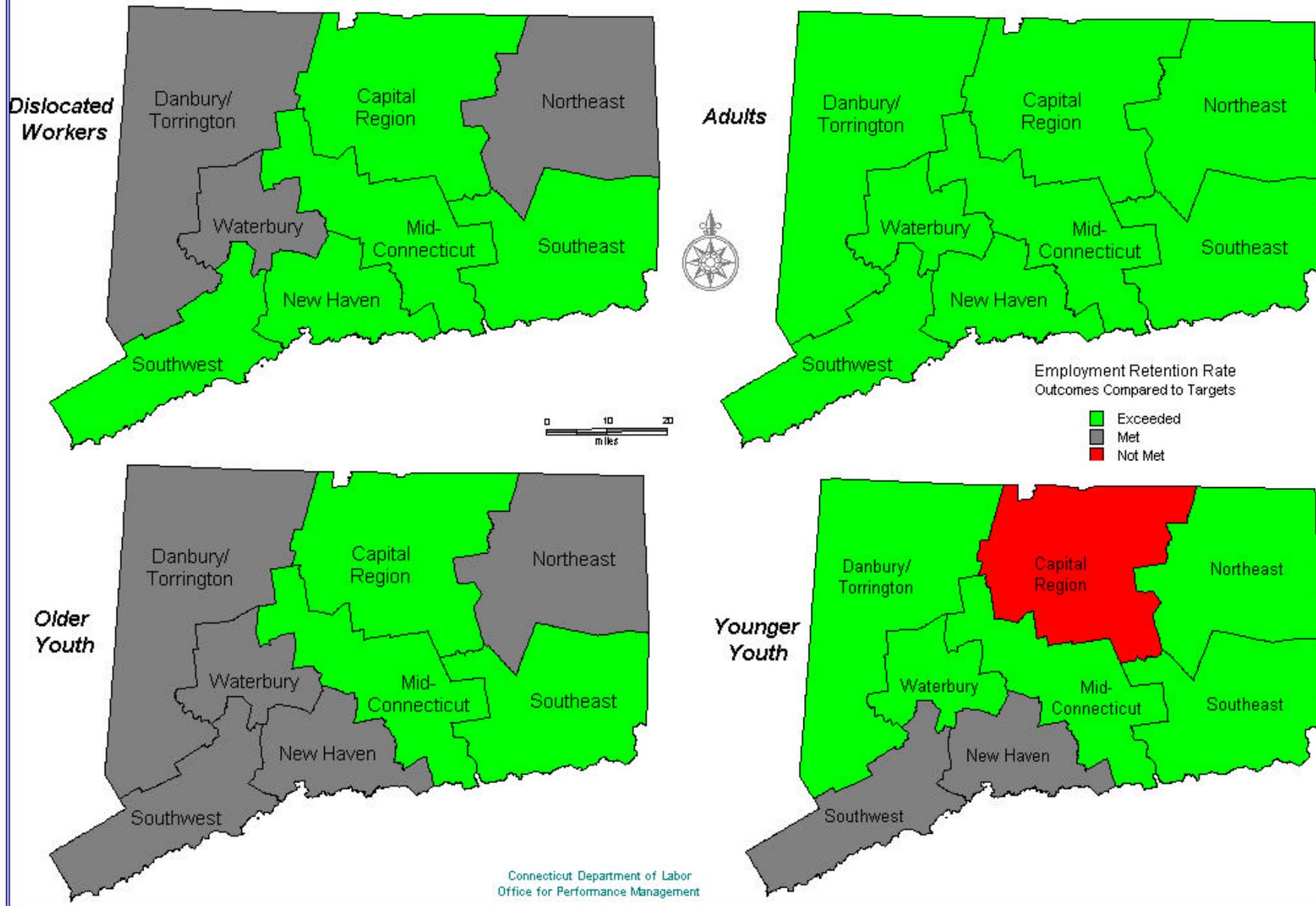
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Status</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	71.0	75.7	<i>Exceeded</i>
	<b>Employers</b>	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
<b>Entered Employment Rate</b>	Adults	74.0%	67.7%	Met
	Dislocated Workers	77.4%	67.9%	Met
	Older Youth	68.3%	83.3%	<i>Exceeded</i>
<b>Retention Rate</b>	Adults	81.3%	81.7%	<i>Exceeded</i>
	Dislocated Workers	86.4%	80.6%	Met
	Older Youth	79.5%	75.0%	Met
	Younger Youth	52.0%	61.5%	<i>Exceeded</i>
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,200	\$3,216	<i>Exceeded</i>
	Dislocated Workers	0.919	0.960	<i>Exceeded</i>
	Older Youth	\$3,238	\$4,493	<i>Exceeded</i>
<b>Credential/Diploma Rate</b>	Adults	56.9%	47.7%	Met
	Dislocated Workers	55.1%	54.7%	Met
	Older Youth	49.8%	72.7%	<i>Exceeded</i>
	Younger Youth	54.0%	50.0%	Met
<b>Skill Attainment Rate</b>	Younger Youth	80.0%	64.2%	Met

<b>Overall Status of Local Performance</b>	<b>Not Met</b> (Below 80% of Target) 0	<b>Met</b> (80% to 100% of Target) 8	<b>Exceeded</b> (Above 100% of Target) 8
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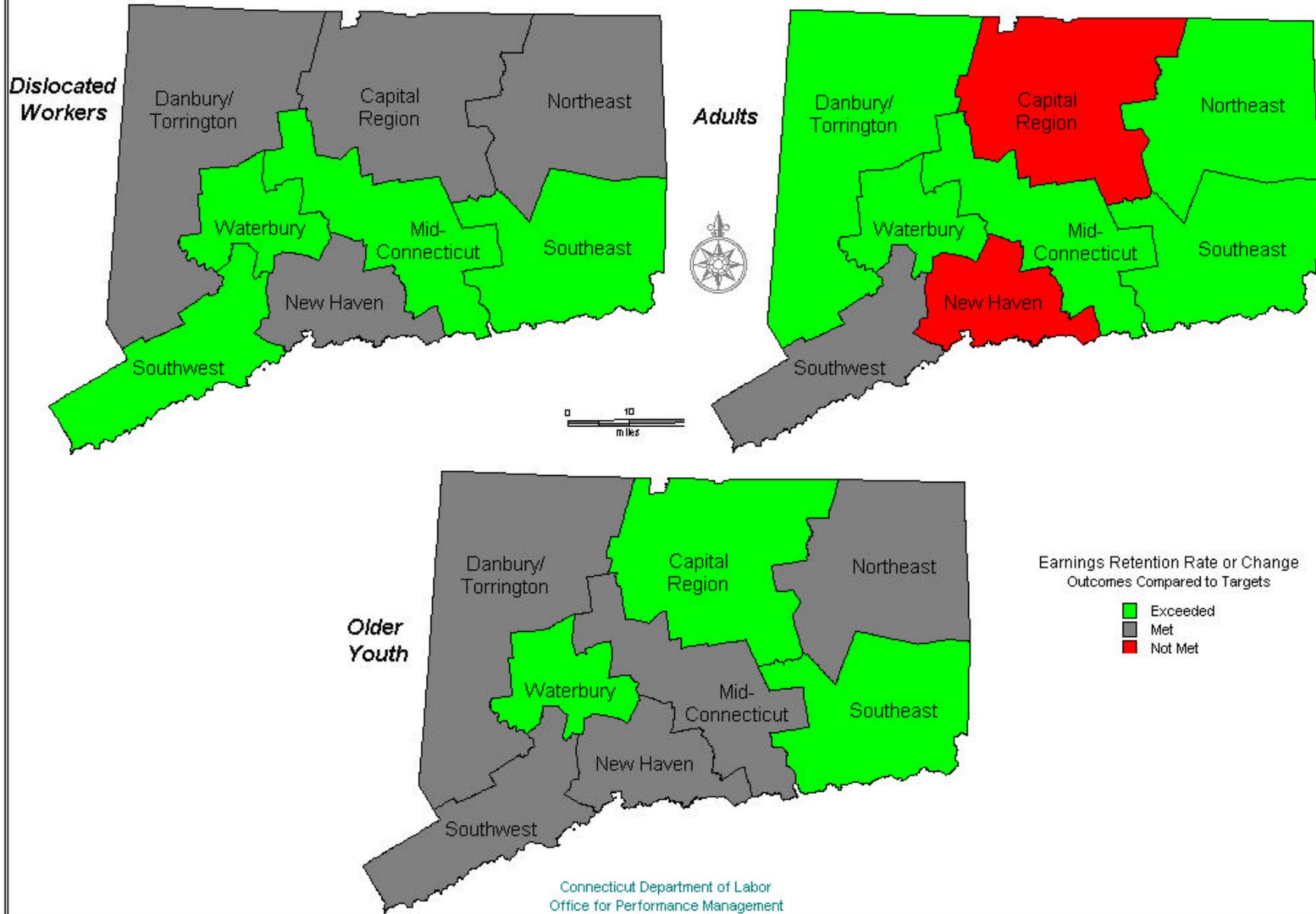
## Performance Outcomes - Entered Employment



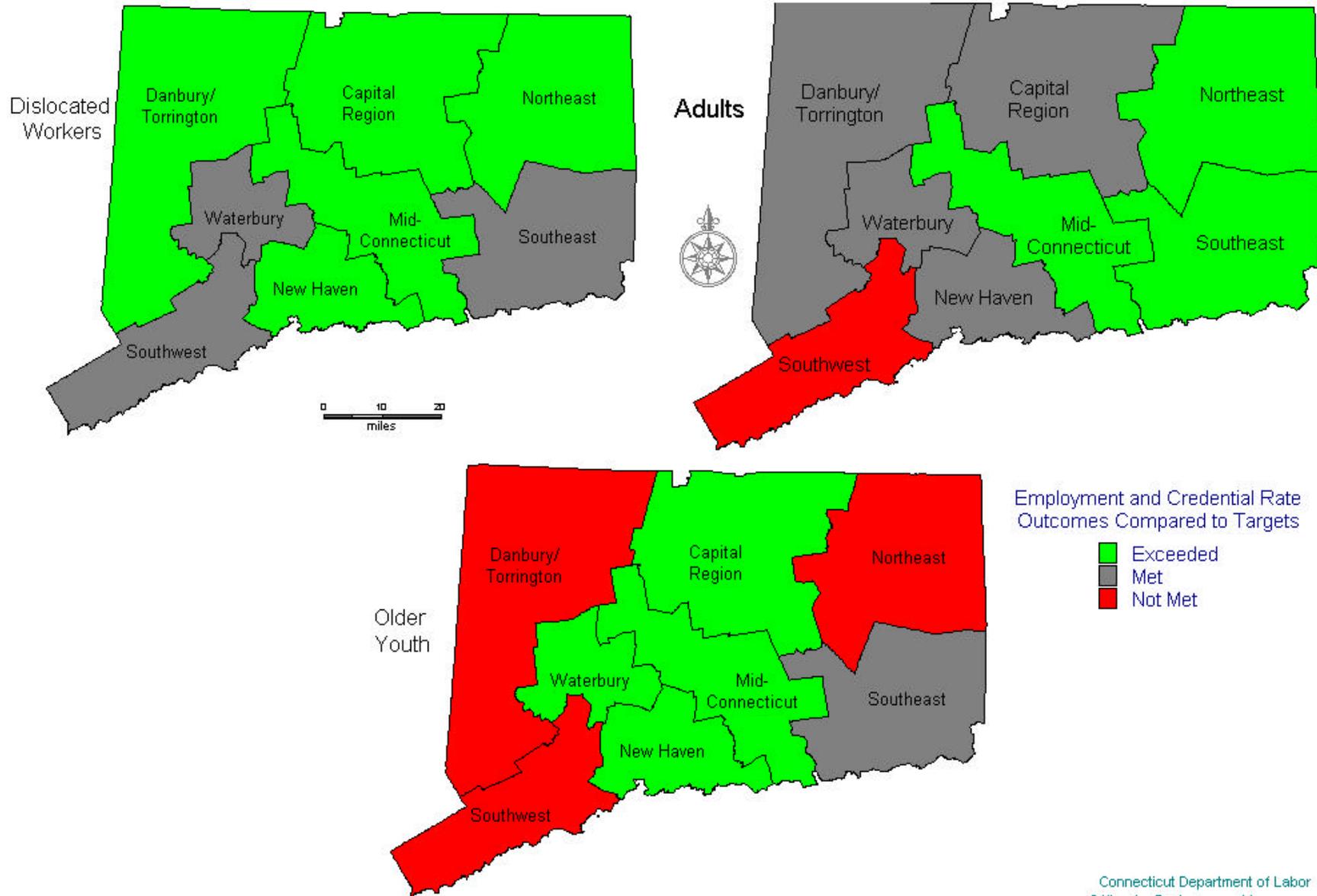
## Performance Outcomes - Retention Rate

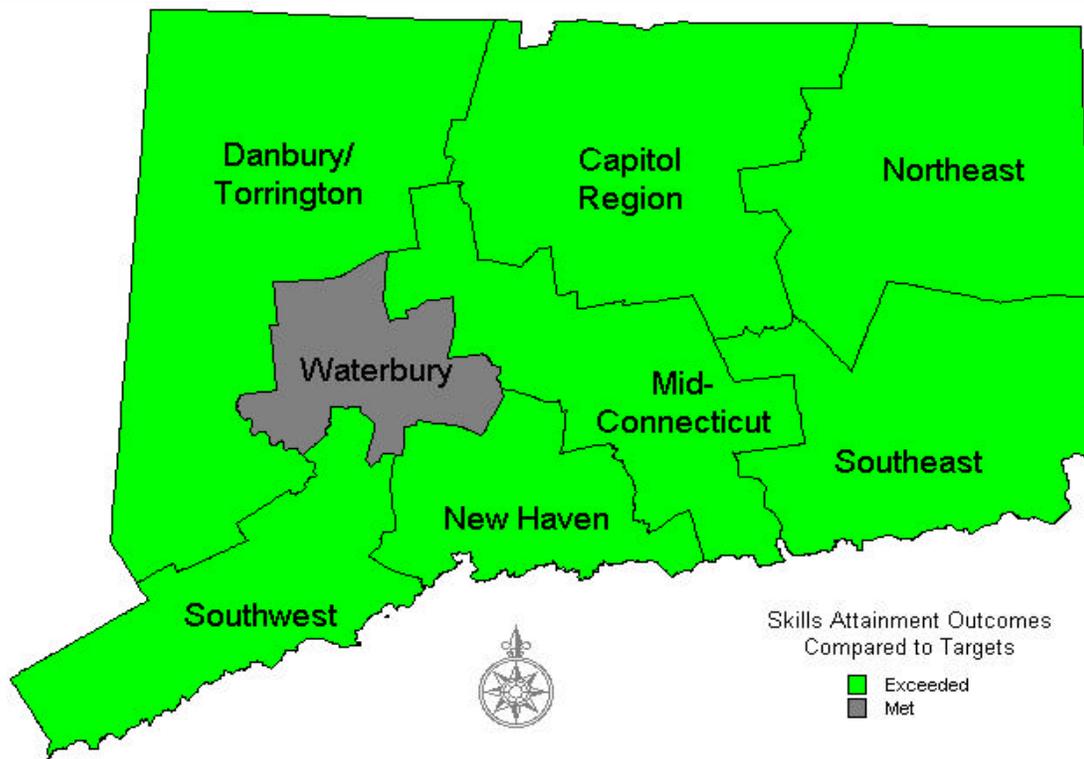


## Performance Outcomes - Earnings Change and Earnings Replacement Rate

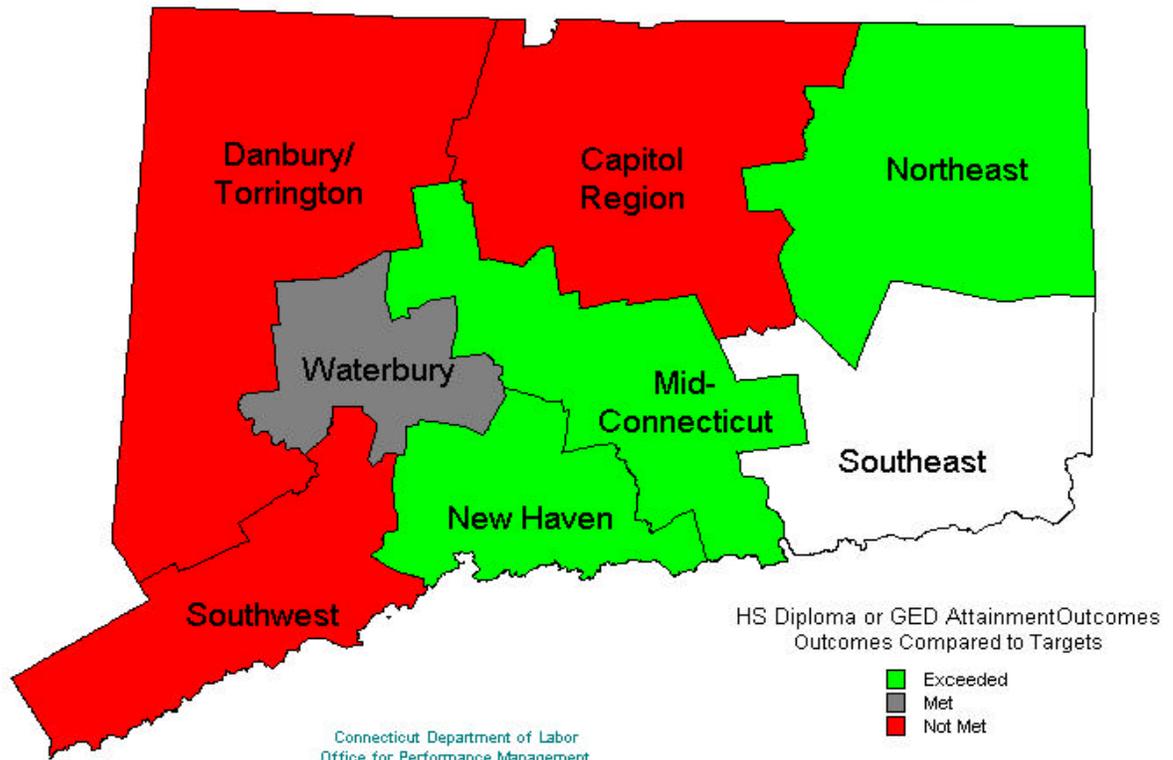


## Performance Outcomes - Employment and Credential Rate

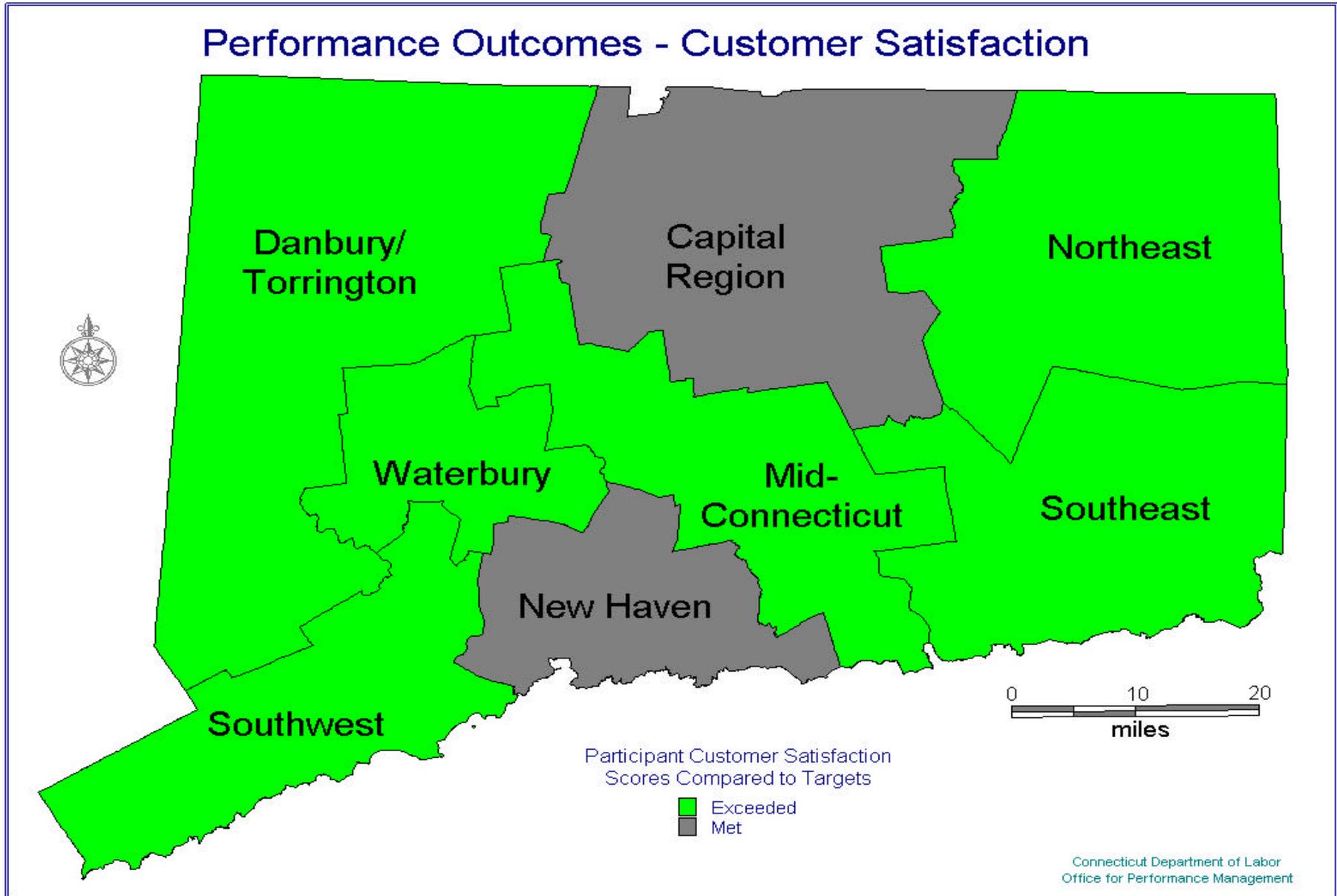




### Performance Outcomes - Skill and Diploma Attainment



Connecticut Department of Labor  
Office for Performance Management



## WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	70	1,069	3,782	1,858	57.5
Employers	66	70.2	814	1,197	1,197	68

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	74.1	506
			683
Employment Retention Rate	80	84.3	594
			705
Earnings Change in Six Month	3,200	3,195	2,252,196
			705
Employment and Credential Rate	55	51.5	309
			600

**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	67.7	149	63.5	33	47	31	69.2	27
		220		52		66		39
Employment Retention Rate	79.1	167	87.2	34	87.8	36	88.9	32
		211		39		41		36
Earnings Change in Six Months	4,194	884,964	4,477	174,597	1,508	61,847	616	22,174
		211		39		41		36
Employment and Credential Rate	50.2	103	48.6	17	21.6	11	37	10
		205		22		51		27

**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	70.7	299	79.6	207
		423		260
Employment Retention Rate	82.9	374	86.6	220
		451		254
Earnings Change in Six Months	3,545	1,599,002	2,577	654,612
		451		254

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	78.2	773
			989
Employment Retention Rate	86	88.2	682
			773
Earnings Replacement in Six Months	84	83.8	9,762,164
			11,644,563
Employment and Credential Rate	55	61	388
			636

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	69.6	80	69.4	50	57.7	94	100	12
		115		72		163		12
Employment Retention Rate	92.5	74	82	41	90.4	85	83.3	10
		80		50		94		12
Earnings Replacement Rate	82.2	1,129,879	84.3	552,335	65.3	991,352	173.5	130,683
		1,374,895		655,426		1,518,101		75,309
Employment And Credential Rate	57.7	41	51	26	40.9	36	75	6
		71		51		88		8

**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	79.1	503	76.5
636			353	
Employment Retention Rate	88.9	447	87	235
		503		270
Earnings Replacement Rate	87.7	6,265,557	79	3,496,607
		7,147,828		4,424,585

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68
129			
Employment Retention Rate	78	75.7	84
			111
Earnings Change in Six Months	3,200	2,470	274,216
			111
Credential Rate	48	41.7	68
			163

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.7	26 39	100	2 2	68.8	11 16	62.7
Employment Retention Rate	70	21 30	50	1 2	54.5	6 11	77	67 87
Earnings Change in Six Months	2,889	86,661 30	1,554	3,107 2	1,015	11,170 11	1,926	167,590 87
Credential Rate	37.8	17 45	0	0 2	61.1	11 18	39.4	54 137

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	65
Diploma or Equivalent Attainment Rate	50	37.4	68 182
Retention Rate	54	63.3	88 139

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.7	366	86.6	277	82.3	247
		427		320		300
Diploma or Equivalent Attainment Rate	41.9	18	75	21	13.3	12
		43		28		90
Retention Rate	59.3	16	57.5	23	65.2	43
		27		40		66

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.5	939	3,953	4,791,417	8	41	4,457	2,255,243	69.6	201
		1,212		1,212		512		506		289
Dislocated Workers	86.5	2,911	83.1	42,350,948	5.2	37	6,202	4,794,316	73	324
		3,366		50,969,737		714		773		444
Older Youth	75.8	119	3,663	575,103	0	0	2,525	219,632		
		157		157		62		87		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>2,628</b>	<b>1,433</b>
<b>Dislocated Workers</b>	<b>2,641</b>	<b>1,445</b>
<b>Older Youth</b>	<b>478</b>	<b>259</b>
<b>Younger Youth</b>	<b>1,326</b>	<b>683</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$6,665,289.00</b>
<b>Local Dislocated Workers</b>		<b>\$5,631,807.00</b>
<b>Local Youth</b>		<b>\$7,778,827.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$1,696,386.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$3,427,087.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$25,199,396.00</b>

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Capital Region Workforce Development Board	Total Participants Served	Adults	671
		Dislocated Workers	414
		Older Youth	108
		Younger Youth	306
	Total Exiters	Adults	441
		Dislocated Workers	276
		Older Youth	28
		Younger Youth	91

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	63.7	
	Employers	66	70.2	
Entered Employment Rate	Adults	76.1	77.6	
	Dislocated Workers	78.4	72.4	
	Older Youth	67.3	63.6	
Retention Rate	Adults	82.4	91.3	
	Dislocated Workers	87.5	88	
	Older Youth	77.4	88.9	
	Younger Youth	54	33.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	2,489	
	Dislocated Workers	0.95	0.85	
	Older Youth (\$)	296,850	3,634	
Credential / Diploma Rate	Adults	51.7	48.7	
	Dislocated Workers	50.1	57.9	
	Older Youth	49.8	64.3	
	Younger Youth	57	3	
Skill Attainment Rate	Younger Youth	60	75.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	5	8

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Danbury/Torrington Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	153
		Dislocated Workers	154
		Older Youth	14
		Younger Youth	87
	<b>Total Exiters</b>	Adults	81
		Dislocated Workers	59
		Older Youth	12
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	80.8	
	Employers	66	70.2	
Entered Employment Rate	Adults	75	63	
	Dislocated Workers	79.4	69.6	
	Older Youth	70.4	100	
Retention Rate	Adults	81.3	81.5	
	Dislocated Workers	0.93	87.2	
	Older Youth	78.4	75	
	Younger Youth	54	60.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,073	
	Dislocated Workers	0.93	820	
	Older Youth (\$)	3,508	2,031	
Credential / Diploma Rate	Adults	56.9	55.3	
	Dislocated Workers	55.1	64.7	
	Older Youth	49.8	25	
	Younger Youth	57	6.7	
Skill Attainment Rate	Younger Youth	71	93.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	6	7

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Danielson-Windham	Total Participants Served	Adults	81
		Dislocated Workers	86
		Older Youth	43
		Younger Youth	105
	Total Exiters	Adults	53
		Dislocated Workers	42
		Older Youth	26
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	71.4	
	Employers	66	70.2	
Entered Employment Rate	Adults	73	58.1	
	Dislocated Workers	79.4	81	
	Older Youth	79.5	77.8	
Retention Rate	Adults	82.4	89.3	
	Dislocated Workers	87.5	82.4	
	Older Youth	79.5	71.4	
	Younger Youth	54	75	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,385	
	Dislocated Workers	0.93	0.91	
	Older Youth (\$)	3,238	2,538	
Credential / Diploma Rate	Adults	46.5	46.9	
	Dislocated Workers	55.1	66.7	
	Older Youth	44.8	11.1	
	Younger Youth	39	48.3	
Skill Attainment Rate	Younger Youth	59	82.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	3	10

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Mid-Connecticut Workforce Development	Total Participants Served	Adults	254
		Dislocated Workers	351
		Older Youth	50
		Younger Youth	148
	Total Exiters	Adults	147
		Dislocated Workers	190
		Older Youth	26
		Younger Youth	83

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	73.3	
	Employers	66	70.2	
Entered Employment Rate	Adults	73	76.4	
	Dislocated Workers	76.4	93.7	
	Older Youth	67.3	57.1	
Retention Rate	Adults	80.3	84.1	
	Dislocated Workers	85.4	89.9	
	Older Youth	77.4	80	
	Younger Youth	54	84.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,587	
	Dislocated Workers	0.81	0.9	
	Older Youth (\$)	3,238	-1,350	
Credential / Diploma Rate	Adults	56.9	68.5	
	Dislocated Workers	55.1	81.3	
	Older Youth	47.8	50	
	Younger Youth	48	82.6	
Skill Attainment Rate	Younger Youth	70	84.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	14

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> New Haven Regional Workforce Development Board	<b>Total Participants                  Served</b>	Adults	203
		Dislocated Workers	202
		Older Youth	46
		Younger Youth	264
	<b>Total Exiters</b>	Adults	180
		Dislocated Workers	173
		Older Youth	33
		Younger Youth	178

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	67	
	Employers	66	70.2	
Entered Employment Rate	Adults	73	63.9	
	Dislocated Workers	77.4	89.6	
	Older Youth	68.3	78.6	
Retention Rate	Adults	77.2	81.2	
	Dislocated Workers	81.2	90.7	
	Older Youth	78.4	73.1	
	Younger Youth	58	47.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	2,552	
	Dislocated Workers	0.93	0.8	
	Older Youth (\$)	3,238	2,419	
Credential / Diploma Rate	Adults	56.9	50.7	
	Dislocated Workers	55.1	69	
	Older Youth	45.8	46.9	
	Younger Youth	54	72.4	
Skill Attainment Rate	Younger Youth	58	98.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	8

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: SE/CT Workforce Investment Board	Total Participants Served	Adults	156
		Dislocated Workers	115
		Older Youth	30
		Younger Youth	50
	Total Exiters	Adults	96
		Dislocated Workers	64
		Older Youth	9
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	77.9	
	Employers	66	70.2	
Entered Employment Rate	Adults	60.5	73	
	Dislocated Workers	75.4	66.1	
	Older Youth	67.3	55.6	
Retention Rate	Adults	74.1	88.1	
	Dislocated Workers	83.3	89.2	
	Older Youth	79.5	90.5	
	Younger Youth	37	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	5,099	
	Dislocated Workers	0.9	0.95	
	Older Youth (\$)	3,238	3,264	
Credential / Diploma Rate	Adults	64.1	70.6	
	Dislocated Workers	62.1	58.8	
	Older Youth	46.8	38.2	
	Younger Youth	39	0	
Skill Attainment Rate	Younger Youth	57	76.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	11

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> The Greater Waterbury Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	197
		Dislocated Workers	219
		Older Youth	31
		Younger Youth	160
	<b>Total Exiters</b>	Adults	89
		Dislocated Workers	77
		Older Youth	24
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	75.7	
	Employers	66	70.2	
Entered Employment Rate	Adults	74	67.7	
	Dislocated Workers	77.4	67.9	
	Older Youth	68.3	83.3	
Retention Rate	Adults	81.3	81.7	
	Dislocated Workers	86.4	80.6	
	Older Youth	79.5	75	
	Younger Youth	52	61.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,216	
	Dislocated Workers	0.92	0.96	
	Older Youth (\$)	3,238	4,493	
Credential / Diploma Rate	Adults	56.9	47.7	
	Dislocated Workers	55.1	54.7	
	Older Youth	49.8	72.7	
	Younger Youth	54	50	
Skill Attainment Rate	Younger Youth	80	64.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	8	8

# WIA Annual Report Data

State Name: CT

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: The WorkPlace, Inc.	Total Participants Served	Adults	913
		Dislocated Workers	842
		Older Youth	156
		Younger Youth	206
	Total Exiters	Adults	346
		Dislocated Workers	417
		Older Youth	101
		Younger Youth	125

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	69.8	
	Employers	66	70.2	
Entered Employment Rate	Adults	73	83.5	
	Dislocated Workers	79.4	87.7	
	Older Youth	68.3	64.1	
Retention Rate	Adults	76.2	79.1	
	Dislocated Workers	87.5	90.2	
	Older Youth	75.3	64.5	
	Younger Youth	56	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	2,559	
	Dislocated Workers	0.68	0.92	
	Older Youth (\$)	3,238	1,774	
Credential / Diploma Rate	Adults	56.9	42.3	
	Dislocated Workers	55.1	50	
	Older Youth	47.8	32.7	
	Younger Youth	39	0	
Skill Attainment Rate	Younger Youth	59	83.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	5	7