

**Virginia**

**COMMONWEALTH OF VIRGINIA**

***RE-ENGINEERING VIRGINIA'S WORKFORCE DEVELOPMENT SYSTEM:  
CONTINUING THE JOURNEY***

**ANNUAL REPORT**

**FOR**

**WORKFORCE INVESTMENT ACT OF 1998**

**TITLE I-B ACTIVITIES**

**PROGRAM YEAR 2001**

*(July 1, 2001 to June 30, 2002)*

Submitted by

Virginia Workforce Council  
Workforce Investment Act Unit  
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December 2002

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## INTRODUCTION

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in the Commonwealth of Virginia on July 1, 2000. This WIA annual report focuses on the continued development of a new, unified, statewide workforce development system.

For Program Year 2001, Virginia received **\$41.4** million in WIA Title I-B funds from the United States Department of Labor (DOL). This is new money with expenditure information reflecting the prior year's carryover funds. These funds help to ensure the continuation of publicly-funded workforce development services to employers, job seekers and youth through a re-engineered state and local delivery system that links workforce development strategies with economic development initiatives.

Program Year 2001 presented a number of unique challenges to the continued development of the workforce development system in Virginia.

Economic conditions continued a decline that began in the previous year. The textile, furniture, and tobacco-related industries were more harshly impacted. The number of communities suffering with high unemployment rates increased over the previous year, as well.

The terrorist attacks of September 11<sup>th</sup> added an additional dimension to the economic circumstances in the Commonwealth. The tourism and hospitality industries felt the immediate impact of the economic consequences of these horrific events.

The maturation of the workforce development system continued under less than ideal circumstances. The state and national economic picture continued to be bleak and the promise of an economic turnaround did not appear on the horizon. Both the public and private sectors were adversely impacted.

Despite the economic conditions, greater opportunities for coordination and collaboration between One-stop partners had to be developed in order to bring about the necessary change in the workforce development system. The continued evolution of relationships between One-stop partners is critical to the continued development of workforce investment in Virginia.

## VISION AND GOALS

### *VISION...*

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

## **GOALS . . .**

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

## **GOVERNANCE STRUCTURE**

### ***STATE STRUCTURE***

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

The VWC develops and approves both the *Virginia Unified Strategic Plan* for workforce development and the *Virginia Workforce Strategy* and facilitates the coordination of state and local workforce development programs. Additionally, the VWC helps to ensure that the workforce development system is both responsive to the needs of employers and jobseekers and links workforce development strategies with economic development initiatives. The Virginia Employment Commission (VEC) and Virginia Community College System (VCCS) are the designated state agencies that support the VWC.

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

### ***LOCAL STRUCTURE***

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

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

Each LWIB has a WIA strategic plan that has been approved by the Governor. The plans outline local workforce development strategies, employer and jobseeker needs, demand occupations and skills needed, and goals and objectives that are consistent with the *Virginia Unified Strategic Plan* for workforce development and the *Virginia Workforce Strategy*. The interdependency of the state VWC and the LWIBs have strengthened the relationship between state and locally led workforce development efforts.

## **WIA IMPLEMENTATION SUMMARY**

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

The Commonwealth chose to re-engineer its existing, fragmented employment and training service delivery structure under the Job Training Partnership Act (JTPA). Therefore, the initial year of the WIA was not only about the work of implementing a new workforce development system, but it also included the dismantling of the old employment and training service delivery structure, including the state and local governance structure. The second year of WIA has seen the further development of LWIAs and the One-stop system. The ability of LWIAs to work within the economic development arena will be tested as localities try to increase the economic viability of their areas.

### ***Managing Change: Challenges and Opportunities***

#### State Leadership

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

#### State Administration and Oversight

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

#### Local Leadership

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

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

#### Local Administration and Oversight

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

#### Capacity Building

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

During the implementation year of the WIA, Virginia needed to bring a system together that allowed for the seamless transition of workforce development services provided under the JTPA to those programs developed under the WIA. Therefore, initially, the majority of capacity building focused on transition issues rather than implementation strategies.

In October of 2001, the VWC sponsored the Governor's Workforce Leadership Conference that brought together a variety of workforce development professionals and policy makers with the intent of exploring the changing horizon of workforce development systems. Among other issues, the conference addressed the development and maintenance of a flexible, world-class workforce investment system in Virginia that allows for the evolving demands of new and expanding companies and technologies.

#### Information Management

The continued development of Mid-Atlantic Career Consortium (MACC) continued during PY 2001. The task of incorporating the diverse needs of the consortium members remains a challenge. Additionally, the MACC system is scheduled for implementation during the fourth quarter of PY 2002. The MACC was created to address the need for an information system to meet WIA reporting and program management needs. Because of delays in MACC implementation, the Commonwealth has developed interim data collection and reporting process to make up for the reporting inadequacies in the existing system.

The Commonwealth has implemented two data collection systems since the inception of the WIA. The current system uses web-based technology and incorporates data that was migrated from the old JTPA system modified to meet WIA data collection and reporting requirements. State and local staff has been encumbered by the interim information management system, which has several limitations regarding data entry and analysis.

### Customer Choice: Meeting the Needs of Employers and Jobseekers

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

As the system has evolved, the approach to system design, service delivery and legislative interpretation have been revisited. The Commonwealth and LWIAs continue to engage in meaningful discussions on how to provide service choice while meeting the needs of all WIA customers. Subsequently, Virginia strives to ensure that the workforce development system produces the results necessary to contribute to the economic vitality of the Commonwealth.

### ***LOCAL ACTIVITIES***

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

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

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

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

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

#### Core Services

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

- ◆ Provision of information on the availability of supportive services, including child care and transportation, and referral to such services, as appropriate,
- ◆ Assistance in establishing eligibility for welfare-to-work activities and other financial aid for training and education not funded under WIA,
- ◆ Job search and placement assistance and, when appropriate, career exploration/facilitation,
- ◆ Initial assessment of skill levels, aptitudes, abilities and supportive service needs, and
- ◆ Follow-up services.

### Intensive Services

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

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

### Training Services

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

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

LWIBs have the flexibility to customize workforce services to meet the needs of their community. LWIAs will continue to explore possibilities to provide value-added and enhanced workforce investment services to employers and jobseekers, including the expanded use of customized and on-the-job training. As Virginia continues to fully implement the WIA, LWIAs will be encouraged to continuously improve

their local workforce development delivery system, including the review of local structures, processes, policies and services.

### ***STATEWIDE ACTIVITIES***

The stage has been set in Virginia to embrace the unique challenge presented by the United States Congress in developing a unified workforce development system across multiple department and agency lines. During PY 2001, statewide activities primarily focused on continuing the transformation of the new workforce development system under the WIA.

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

#### **Statewide Rapid Response Activities**

During PY 2001 (July 1, 2001 – June 30, 2002), the State Dislocated Worker Unit (DWU) received a total of 106 notices under the Worker Adjustment and Retraining Notification (WARN) Act affecting a total of 18,945 workers. During this same period, DWU staff, working through the local One-stop Career Center System, helped to coordinate the provision of appropriate employment transition services to over 22,000 dislocated workers affected by 171 plant closings or mass layoffs statewide.

The events of the 9/11/01 terrorist attacks contributed to a significant increase in the number of WARN-related closings and layoffs compared to similar periods during previous years. Through 11/30/01, the State DWU had seen over a 50% increase in the number of WARN notices received during the same period one year ago. In order to ensure that sufficient resources were available to meet the employment and training needs of workers dislocated as a result of the events of 9/11/01, the Commonwealth applied for and received a \$10 million National Emergency Grant (NEG) from the UNITED STATES DOL. The award period for the grant is October 1, 2001 through September 30, 2003, and it is available to serve eligible dislocated workers throughout Virginia's 17 Workforce Investment Areas.

In response to the increased number of layoffs and closings, and the proportionate drain on the formula dislocated worker funds allocated to the LWIAs, the state developed a process that would allow LWIBs to request additional funding from the 25% Statewide Rapid Response funds.

#### **Developing a Fiscal and Management Accountability Information System**

The MACC has been under development since PY 2000 and may be implemented during the fourth quarter of PY 2002. MACC is a new statewide information technology system that will support case management, labor exchange, management information and performance measures for WIA.

Since its inception, WIA Title I-B funds, along with CareerConnect and other DOL grant funds, have been committed to ensure the development and implementation of the MACC system. Programming, testing, training, and technical assistance have been a major focus of state and local entities. Discussions with several workforce areas have been ongoing regarding the implementation of WIA pilot sites to thoroughly test the capabilities of the MACC.

#### **State List of Eligible Training Providers (ETP)**

The ETP List is a single list of the providers who have been approved by LWIBs in the Commonwealth, including program cost information. Individuals eligible to receive WIA funded training services have the opportunity to select any of the eligible providers, from any of the LWIAs in the State that are

included on the approved list. These programs are accessible to the public via the VEC website at [www.vaworkforce.com/public/traininglist/trainingsearch.asp](http://www.vaworkforce.com/public/traininglist/trainingsearch.asp).

The VEC Information Technology (IT) and WIA staffs are currently working with LWIB staff to provide local access and training on the ETP List system module. It is anticipated that training and access to the information system will be completed on or about February of 2002. Other important WIA activities include the formation of a workgroup of field personnel to identify potential problems and solutions with all aspects of the ETP process. One of the biggest problems currently facing Virginia with the ETP process is obtaining the required performance information for determining the subsequent eligibility of training providers. Specifically, universities and community colleges are reporting problems with submitting the performance information on "all students," as mandated, due to the inability to track each and every student. There is the need to bring more training programs into the customer choice arena. Local workforce areas are better equipped to identify those providers locally and top develop the necessary information to meet the needs of their local customers.

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

#### LWIA Performance Related Incentive Grants and Technical Assistance

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

#### *Monetary Awards*

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

From the funds available each year for incentive awards, four incentive awards will be provided to LWIBs on a competitive basis. Two of these incentive awards will be conferred for exemplary performance and local coordination and two incentive awards will be conferred for exemplary performance and regional cooperation. Incentive funds may be used to carry out local coordination and regional cooperation activities and services, as allowed under WIA title I-B, to target populations and staff incentives.

#### *Non-Monetary Award*

##### *Governor's Award for Best Practices in Workforce Development*

The Governor's Award for Best Practices in Workforce Development is the top Workforce Investment Act Award given by the VWC. The award is presented on a competitive basis for outstanding performance by a LWIB or comprehensive Virginia Workforce Center.

The WIA requires that State Governors ensure that the principles of continuous improvement are embedded in workforce development to improve the quality of training programs and increase the

satisfaction of program customers. The VWC created this award to recognize the commitment of WIA organizations to continuous improvement of work practices in workforce development.

1. **Exemplary Performance** – for the “Transition Year,” is performance that meets or exceeds 11 or more of the 17 federally required performance standards, and exceeds the two Customer Satisfaction standards and have an executed Memorandum of Understanding (MOU) with the required partners in the LWIA.

-AND-

2. **Local Coordination** – LWIAs providing leadership within the local area through partnering with entities representing key policy makers in the area in developing tangible strategies and processes for strategic planning and WIA program implementation. (65% of available funds (\$600,000) can be awarded to up to two LWIBs)

-OR-

3. **Regional Cooperation** – More than one LWIA working together as a cooperative to provide excellent customer service as a region. A region may comprise several labor market areas, one large labor market, or one labor market joined together with several adjacent rural districts. A region may be intrastate or interstate. (35% of available funds (\$600,000) can be awarded to up to two LWIBs)

Based on the above criteria, applications were received, reviewed and selected for site visits to be conducted by a review team, consisting of members of the VWC with staff support from Workforce Investment Unit. The purpose of the site visit was to validate the information in the application, verify supporting evidence, and learn more about the LWIB’s operation. The review team found that the successful LWIAs have an active and invested board. The same was also found to be true for those who applied and received a site visit but did not receive an award recommendation.

This process resulted in the following selection:

**LOCAL COORDINATION AWARD:**

- **Northern Virginia (LWIA 11)      Recommend-60% = \$234,000**
- **City of Richmond (LWIA 10)      Recommend-40% = \$156,000**

**REGIONAL COOPERATION AWARD:**

- **Hampton Roads (LWIA 16)      Recommend-50% = 105,000**
- **Greater Peninsula (LWIA 14)      Recommend-50% = 105,000**

**LOCAL INCENTIVE AWARD WINNERS**

**Northern Virginia (LWIA 11):** The Memoranda of Understanding indicated multiple partners, including each of the mandatory partners as well as numerous non-mandatory partners. In addition to individual agreements, there was a single agreement with signatures from all the mandatory partners. Contributions, cash, in-kind and/or staff was clearly delineated with the amounts contributed from each agency. Partner meetings are held on a regular basis, in addition to various partner committee meetings. It was quite clear that this was an active, thriving and committed partnership with common goals for their community.

The model one-stop center was unique in that it was funded by DOL based on a concept paper, rather than a response to a grant proposal. The \$250,000 received from DOL has been utilized to leverage further funding and resources for the Model One Stop Center. These leveraged funds have resulted in an expanded and enhanced center that not only serves the individual, but also in PY01 reached out to business community as well through their Business Planning and Development Center.

In October 2000, a Community Forum was held to identify and prioritize local workforce issues; identify challenges among economic development and education systems; and to strategize for promoting local workforce issues at the state and national level. This has become an annual event to review what has been done and to strategize where the area needs to go.

Cross Training for the LWIA was held in PY 2000 that included getting to know each of the partners and what their services were and how to access them. Additionally, there has been similar (and on-going) training for the NVWIA Board and Staff.

### **City of Richmond (LWIA 10):**

An Economic Summit was facilitated in February 2001 by LWIA 10 that reached out to public, private and non-profit employers to encourage their participation and input in the strategic planning process for the workforce area. Groups were formed to identify strategic industry and business needs in the community. Industry and business groups were willing to reach out and accommodate the special needs of individuals in the community. One result of the summit was manufacturing and education working together to establish training that would benefit one another.

LWIA 10 successfully applied for, and received, a Community Audit grant of \$50,000 from DOL in February 2001. In addition to the Economic Summit, the grant was used to conduct a community audit. The audit focused specifically on the demand side and supply side issues associated with improving the ability of inner city disadvantaged workers to meet labor and skill requirements of employers. The ramifications of the economic summit and community audit continue to be felt via increased use of One Stop Centers, increased number of non-mandated partners and an increased contributions of funds, staff time and in-kind resources.

Cross Training has been a strong point for LWIA 10. Training began with a training retreat to strategize how to train the partners, staff and the board about the broad spectrum of services available and how to access them. A motivational speaker was hired and due to immense interest, the seminar was open to the public. As a result, not only the participating agencies became aware of services available, but many other public, private and non-profit agencies gained knowledge of the system as well. Cross training has continued between partner agencies resulting in reduced duplication of services, an internal referral form, a desk reference guide (as to who offers what services), and a universal release of information. In addition, they have a staff that is a member of the Career Credential Association. She has trained all the LWIA 10 staff to become certified career facilitators.

## **REGIONAL INCENTIVE AWARD WINNERS**

### **Hampton Roads (LWIA 16) and Greater Peninsula (LWIA 14)**

The strength of these two LWIAs is not only the cooperation, but also the collaboration of both workforce boards and all of the involved partners. The boards made the effort to meet collectively as one collaborative regional planning group. In order for it to be a truly unbiased group, a facilitator was hired

to run these meetings, so that no one area was in charge. The resulting strategies met concerns crossing boundaries of both LWIAs.

Business and industry from both LWIAs collaborated to develop community career ladder strategies such as evidenced by the Health Care industry. Hospitals and Health Care Industries from both LWIAs worked together to recruit staff for their facilities. Training was also offered that allowed those already in the “system” to move up, thus opening entry-level positions for new hires throughout the regional health care system. LWIAs, the community, and the industry have benefited from this endeavor.

The centerpiece of the coordinated efforts for the two LWIAs is receipt of a \$20 million federal grant. They are one of 3 areas in the country to receive a demonstration grant to work with individuals being separated from the military. Under this grant, the ex-military individual and their spouse can receive the necessary education and training to become employed as a civilian. The impact on the individual, the community, business, industry, education and training in the region is significant. The grant is available for three years, but has the possibility of being extended to 5 years.

LWIAs 14 and 16 have done a very good job in their regions and are to be commended for the coordination and collaborative efforts with other workforce areas. The synergy from those efforts has resulted in projects that have benefited economic development and encouraged regional prosperity for several workforce development areas. This is truly the spirit of regional cooperation **and** collaboration.

#### Assisting in the Establishment and Operation of the One-stop Delivery System

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

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

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

Center certification for successive years (e.g. Level II, III, etc.) is based upon the Malcolm Baldrige principles for continuous improvement. The WIA Unit has contracted with the California Center for Excellence to design a process that ensures that continuous improvement principles are properly implemented in the daily operations of a Center. It is envisioned that a combination of VEC staff, mandated partner staff, and staff from LWIBs will conduct the chartering certifications for all levels above Level I. Centers will have to use increasingly higher levels of continuous improvement principles to receive annual re-certification.

### Conducting Evaluations

Virginia went through significant changes from the JTPA program to the implementation of the WIA. Program evaluation is seen as critical to the evolution of quality programs. During PY 2001 the Commonwealth was not able to devote sufficient staff time to the development of evaluations that measure the impact of WIA funded employment and training programs. Several discussions have ensued regarding how best to perform state level evaluation functions, especially considering the fact that the Commonwealth will have used three different information systems during the first three years of the WIA. The Joint Legislative Audit and Review Commission (JLARC) are tasked with doing a study on the workforce development system in Virginia with a final report due in November 2002. This study approved by the General Assembly will be the first outside view of workforce development programs since the inception of the WIA.

### Capacity Building and Technical Assistance

The Commonwealth has engaged in numerous capacity building activities, including: a conference on economic development and workforce development for key policy leaders; a conference on the use of Malcolm Baldrige principles; and technical training sessions on the regulations, state policies and other operational issues related to implementation. Additionally, four regional consultants through the WIA Unit provide technical assistance and legislative guidance to LWIAs.

### Providing Assistance to Local Youth Councils

The WIA Unit continues to provide attention toward developing and strengthening Local Workforce Investment Area youth programs via technical assistance to Youth Councils and staff to Youth Councils. The technical assistance is provided through on-site visits with the councils to discuss issues and concerns on topics of importance to them. The topics include competitive selection, eligibility, definition of out of school youth, program design, ten required program elements, performance measure, recruitment and outreach, and youth served in the One-stop center. These discussions are helping the LWIAs continue their implementation of a comprehensive youth workforce investment system in their LWIAs.

Additionally, the WIA Unit established a Youth Network for staffs to the Youth Councils to provide a forum for the following: peer to peer contact, information sharing, sounding board, generate successful approaches and practices to programs and activities, and a channel to local youth service providers.

These efforts are directed towards establishing an effective local and statewide youth workforce investment system.

### Allowable State Activities – Education for Independence, Virginia Skills Centers

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

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

## **NEXT STEPS: CONTINUOUS IMPROVEMENT**

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

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

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

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

Continued dialog with the Region II staff of the DOL has been an important part of the evolution of the WIA program in Virginia. The support received, especially, in the area of performance measurements and youth programs has been extremely helpful.

## **WIA TITLE I-B RESULTS**

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

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

## **ANALYSIS**

PY 2001 dawned with a continued awareness of the need for change within the workforce investment system. With the changes that occurred in Virginia, the new performance and accountability system mandated under the WIA provided unique challenges to the new workforce development system. The new system brought a need to re-educate the workforce investment system on the complexities of this new performance management system.

There are 17 performance measurements under the WIA. Each of these measures has a precise definition. Performance measurement has evolved from the termination-based standards of the Comprehensive

Employment and Training Act (CETA) and early JTPA, to post-program measures of late JTPA, to measurements based on Unemployment Insurance data under the WIA. The new system requires the use of Unemployment Insurance wage records and the complexities that are a part of that system. The recognition that the performance measurement process has changed dramatically in complexity is critical to working within the new performance paradigm.

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

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

The existing data collection system does not have the capability to capture supplemental data. The WIA Division has developed processes for the local areas to capture supplemental data and provide it for inclusion in required Federal reports.

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

For measures negotiated with the DOL, Virginia met or exceeded all but one of the wage related standards and the customer satisfactions measures. The younger youth skill attainment and younger youth high school diploma or equivalency rate were exceeded for PY 2001. In the remaining standards Virginia's performance can be viewed with potential for improvement in the future. Improved results are expected with the maturation of Virginia's workforce development system for the following measures:

- ◆ Adult Entered Employment Rate,
- ◆ Adult Six Month Retention,
- ◆ Dislocated Worker Entered Employment Rate,
- ◆ Dislocated Worker Six Month Retention, and
- ◆ Older Youth Six Month Retention Rate.

Virginia performed at an average of 98-percent of the adult programs targets and 104-percent of the dislocated worker targets. Performance within the other segments of the program provided mixed results: older youth 80-percent of target, younger youth 80-percent of target, employer customer satisfaction 113-percent of target, and program participant customer satisfaction 108-percent of target. Attainment of all performance standards will provide opportunities for improvement in the future. Overall performance indicated improvement from PY 2000 to PY2001. Corrective actions to improve the younger youth retention rate are currently being developed.

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

***COST EFFECTIVENESS***

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

The Commonwealth’s 17 local workforce areas expended \$57.3 million on workforce investment services during PY 2001, serving 15,044 participants, at an average cost of \$3,813 as shown below.

Target Population	PY 2001 Participants	PY 2001 Expenditures	Cost per Participant
Adults	5463	\$19,512,561	\$3,572
Dislocated Workers	4847	\$13,549,063	\$2,795
Youth	4734	\$24,301,258	\$5,133
<b>Total</b>	<b>15044</b>	<b>\$57,362,882</b>	<b>\$3,813</b>

The services provided to each customer varies based on individual customer need and the needs and directions set by the LWIBs. In PY 2001, the possibility of funding rescissions may have brought about greater expenditures to address the possibility of funding losses. Needs developed due to an increased number of layoffs, which would account for an increase in expenditures.

The youth programs show an increase in service to youth (both younger and older youth). It should be noted, that youth 18 to 21 years of age were served in both the adult and dislocated worker programs.

***EVALUATION OF WORKFORCE DEVELOPMENT ACTIVITIES***

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

***TABLES***

The following data tables represent the results of the WIA programs during PY 2001. Although the concept of an “annual report” encourages the reporting of performance and programmatic information for a 12-month period, the reality of the WIA reporting system expands the annual report timeframe beyond the traditional model. Data presented in this report covers several reporting cycles and the changes that are expected in the continued transition between two major employment and training/workforce development legislative initiatives. The use of Unemployment Insurance data was a challenge for the

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

PY 2000 was viewed as a transition year, and the results are reflective of the issues related to moving from one program philosophy to another. Development of training and awareness opportunities should improve the performance relative to some of the standards that were problematic for Virginia and the 17 local workforce areas. PY 2001 presented the workforce investment system with additional challenges, the implementation of a new Web-based data collection system, the new performance measures and the impact they could have on the future of a local workforce area. Changing economic conditions further challenge the new workforce investment system. New and existing organizations were challenged by the need to establish local policies to meet a variety of issues that were seen as within the purview of “local control.”

Of the PY 2001 performance at the State level, Virginia met or exceeded 14 of the 17 negotiated or National levels of performance. Of the 289 standards at the local workforce investment area level, Virginia local workforce areas exceeded 171 or 59.2 percent of the total. LWIAs met 30 out of 289 or 10.4 percent of the total. The remaining standards fell below the 80 percent level. The youth retention rate measure was the most frequently missed performance measure. This is due, to the need for the development of a follow-up system that provides a venue for collecting programmatic data that meets the requirement of this measure, as well as, the need to provide a service to younger youth.

Virginia Commonwealth University’s Survey Research and Evaluation Laboratory conducted the customer satisfaction survey. The survey includes three questions that all states are required to include in their customer satisfaction survey. Customer satisfaction performance measures for employers and jobseekers exceeded PY 2001 negotiated levels. The negotiated program participant measure was 69 and the actual level attained was 74.6. The negotiated employer score was 67 and the actual level attained was 75.7.

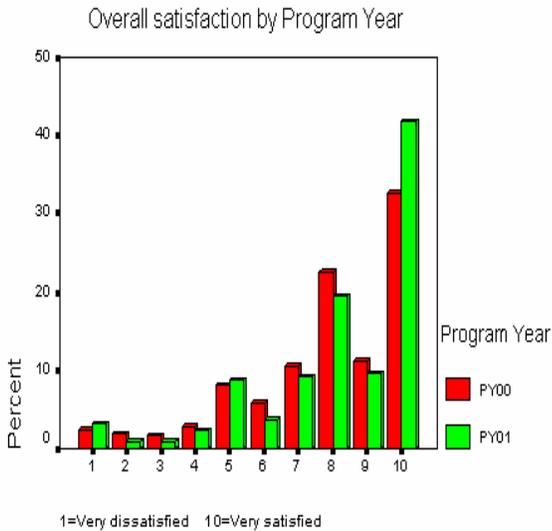
A major concern in the area of customer satisfaction is the low response rate for the participant survey. The use of the JTPA method of calculating a response rate fails to recognize the significant differences in the survey types. JTPA follow-up survey was develop to assess an individual’s labor market status at a point in time. The WIA participant customer is attempting to assess an individual’s perceptions and/or feelings about the service provided. The use of cell phones and the mobility of the population brings into question the JTPA response rate model. Consideration should be given to adopting a response rate methodology that more closely resembles the survey research measurement of a response rate.

#### **VIRGINIA CUSTOMER SATISFACTION - PARTICIPANT**

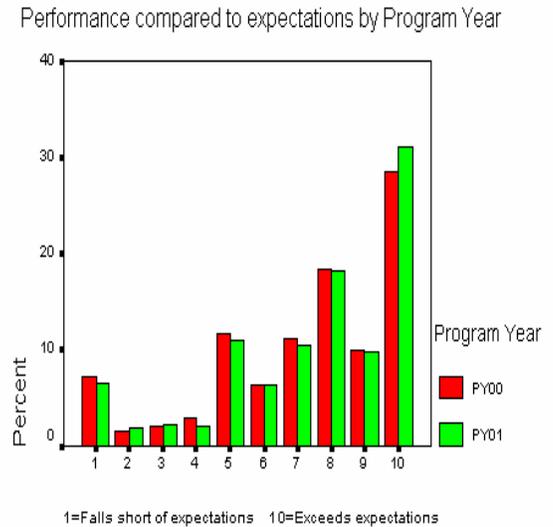
In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the DOL. To gauge the effectiveness of statewide WIA programs and compares customer satisfaction among all 50 states. The DOL elected to use the American Customer Satisfaction Index (ACSI). The American Customer Satisfaction Index (ACSI) is a measure required by the DOL. This Index is based on a weighted average of the answers to the first three questions of the Virginia Customer Satisfaction Survey. When fully implemented nationally, it will allow comparison of customer satisfaction among all 50 states.

During PY 2000-2001, results from 571 completed Employer Surveys and 538 completed Participant Surveys indicate that Virginia is meeting its negotiated goals for customer satisfaction. The results for

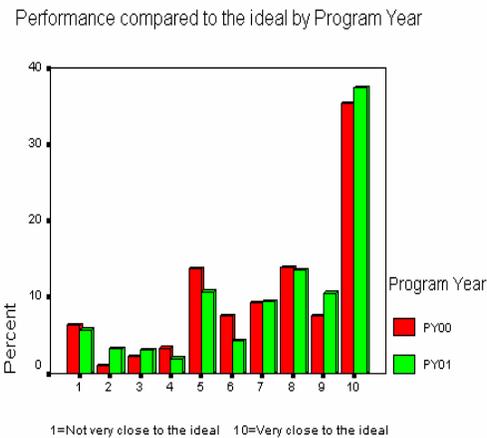
Virginia’s Participants are encouraging. Virginia’s negotiated index for participants is 70. The state achieved a score of 74.64. In this case, Virginia has outperformed its negotiated rate by 4.64. See the following charts for a detail of the results.



31% Increase in overall satisfaction from PY00 to PY01



23% Increase in expectations met from PY00 to PY01



21% increase in services meeting the Ideal from PY00 to PY01

<b>PARTICIPANTS</b>	
<b>Population in Sample Frame</b>	<b>1956</b>
<b>Population in Selected Sample</b>	<b>1397</b>
<b>Number of completes</b>	<b>571</b>
<b>Response Rate*</b>	<b>41%</b>
<b>Negotiated Performance Level</b>	<b>70</b>
<b>Achieved Performance Level</b>	<b>74.64</b>
* Response rates low as a result of incomplete information due to: (1) Phone Not In Service, (2) Other Phone Problems or (3) Person Not Known	

Scores and comments from participants indicate that although they were satisfied with services overall, there were additional areas in which they felt improvement was needed. These areas include:

- Participants wanted to learn more about their own skills and interests. (Chart 1)
- Participants wanted more assistance in choosing the right type of work for them. (Chart 2)

Chart 1

Help in learning about your skills and interests

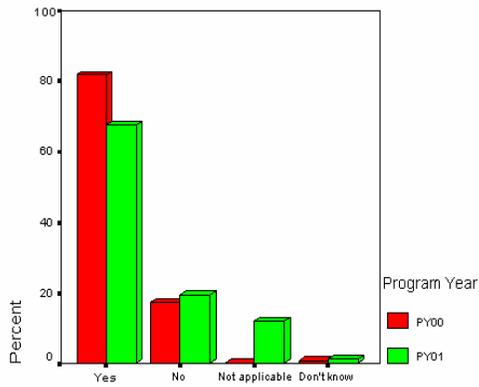
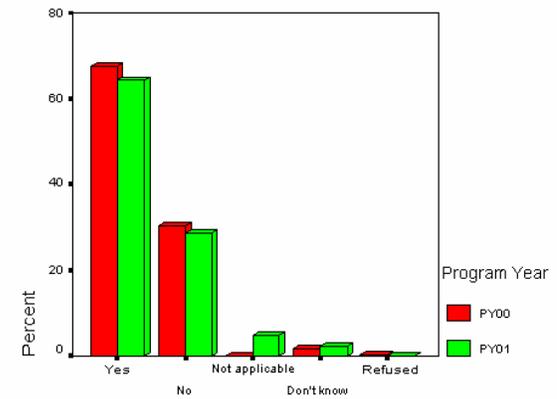


Chart 2

Help in choosing the right type of work for you



- Participants wanted to be more informed about the current types of jobs in their area. (Chart 3)
- Participants wanted information about jobs that were available in their area... (Chart 4)

Chart 3

Information about employers with current job openings

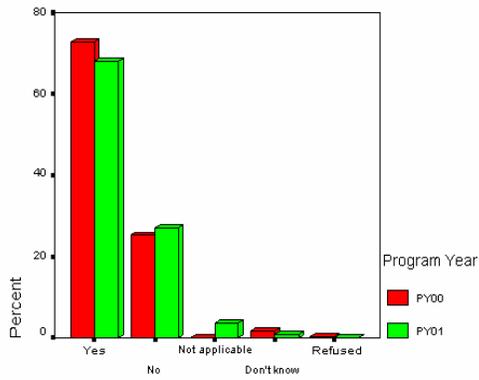
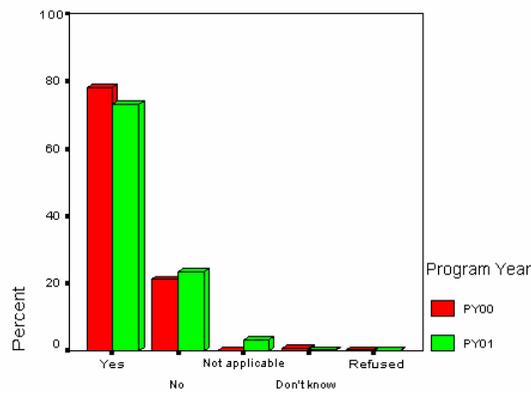


Chart 4

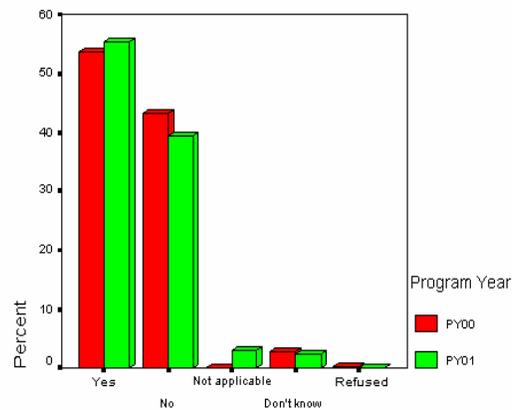
Information about jobs in your area



- Participants indicated that referral to employers was an area that reflected improvement from PY00. (Chart 5)

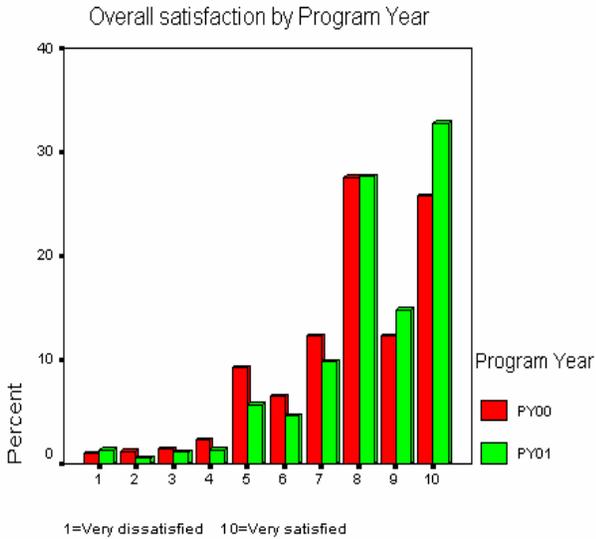
Chart 5

Referrals to employers

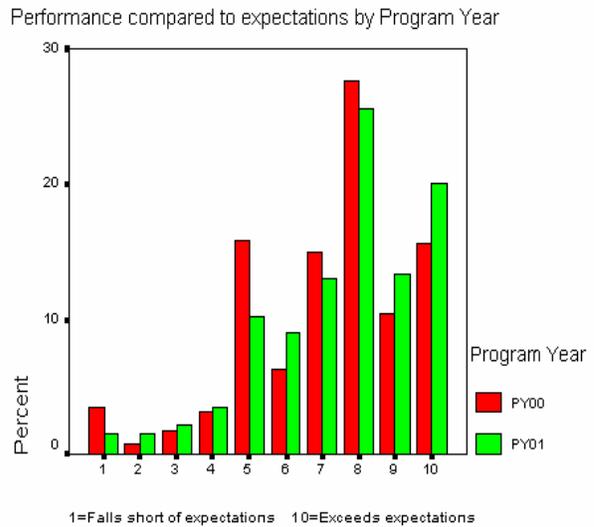


## VIRGINIA CUSTOMER SATISFACTION - EMPLOYERS

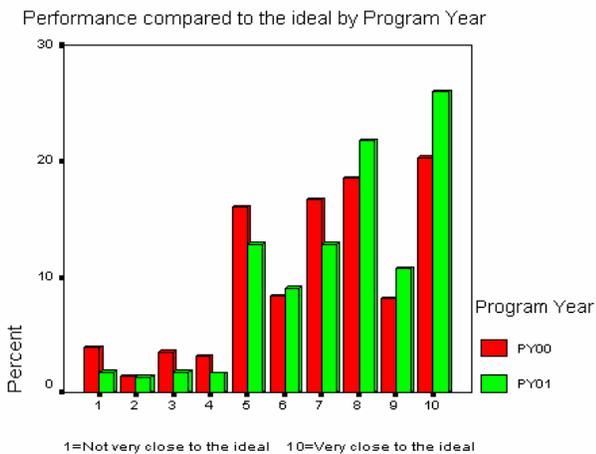
During PY 2000-2001, results from Employers indicate that Virginia is meeting its negotiated goals for customer satisfaction. Virginia's negotiated goal for Employers is 68.00. The state achieved an American Customer Satisfaction Index for Employers of 75.72. In other words, Virginia has exceeded its negotiated index for Employers by 7.72.



25% increase in overall Employer satisfaction from PY00 to PY01



27% increase in services meeting expectations from PY00 to PY01



26% in crease in services meeting the ideal from PY00 to PY 01

<b><u>EMPLOYER</u></b>	
<b><u>Population in Sample Frame</u></b>	<b><u>2367</u></b>
<b><u>Population in Selected Sample</u></b>	<b><u>741</u></b>
<b><u>Number of completes</u></b>	<b><u>538</u></b>
<b><u>Response Rate</u></b>	<b><u>73%</u></b>
<b><u>Negotiated Performance Level</u></b>	<b><u>68</u></b>
<b><u>Achieved Performance Level</u></b>	<b><u>75.72</u></b>

Scores and comments from Employers indicate that:

- Participants were more satisfied with services from the workforce Centers than were the participants.
- Participants feel referrals were screened appropriately for job openings (Chart 1) and appropriate applicants referred to them (Chart 2).

Chart 1

Screening applications for your job openings

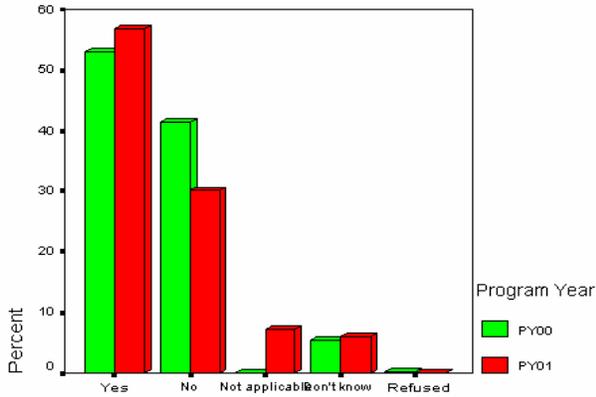
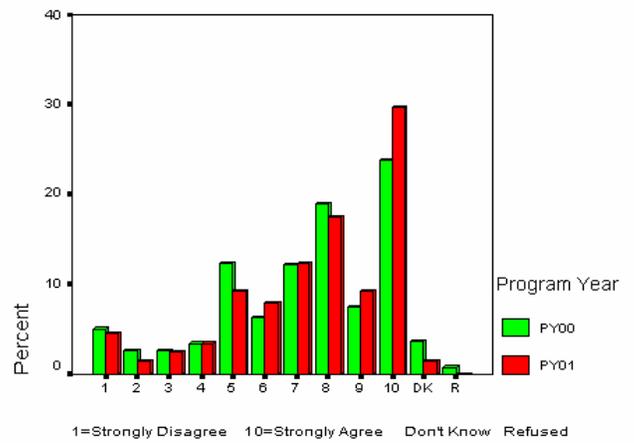


Chart 2

Referred appropriate applicants.



- Participants indicated that the workforce center was responsive (Chart 4) to the needs of the organization and provided the services the organization requested (Chart 3).

Chart 3

Workforce Center Provided the services your organization requested

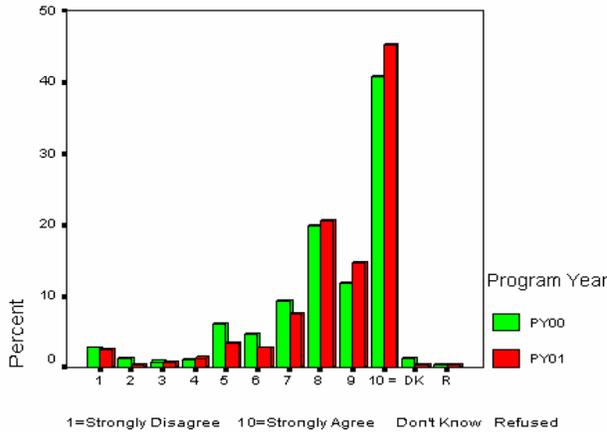
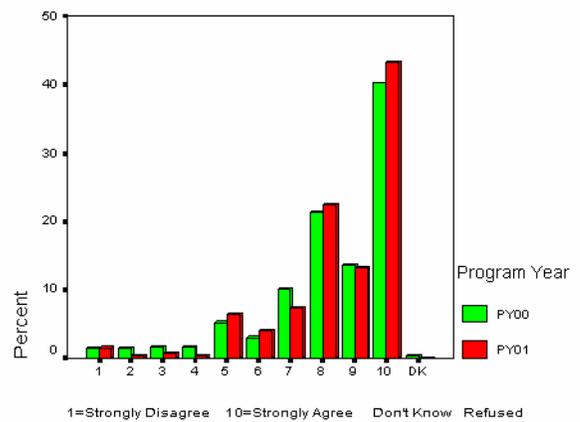


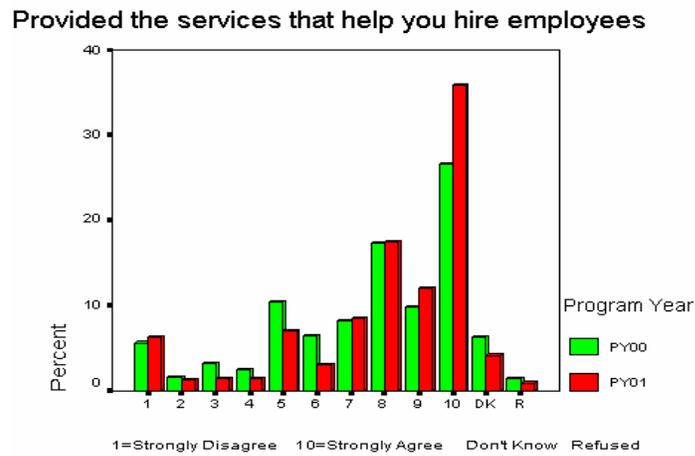
Chart 4

Responsive to your organizations needs



- Services were provided in a timely manner, which helped the employer hire employees. (Chart 5)

Chart 5



WIA programs in Virginia have shown an ability to adapt to an ever-changing environment, both programmatic and economic. The ability of the system to change under the 17 performance measures further supports the flexibility shown by the Workforce Areas in Virginia. We can see a bright future for this program in the future and look forward to the changes that may be before us.

## II. Table Section

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level- American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69	74.64	571	1956	1397	41%
Employers	67	75.72	538	2367	741	73%

**Table B – Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	72.4	566
			782
Employment Retention Rate	83	77.7	597
			768
Earnings Change in Six Months	\$2,700	\$2,785	\$1,985,685
			713
Employment and Credentials	61	70.5	426
			604

**Table C – Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	70.7	99	71.1	32	59.1	39	55.3	21
		140		45		66		38
Employment Retention Rate	78.0	92	69.2	27	72.9	35	81.5	22
		118		39		48		27
Earning Change in Six Months	\$3,615	\$404,684	\$1,525	\$56,413	\$2,440	\$109,818	\$3,316	\$82,896
		112		37		45		25
Employment and Credential Rate	65.9	56	73.7	28	57.1	28	45.5	10
		85		38		49		22

**Table D – Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals who Received Only Core and Intensive Services	
Entered Employment Rate	68.7	303	77.1	263
		441		341
Employment Retention Rate	76.5	335	79.4	262
		438		330
Earnings Change in Six Months	\$3,253	\$1,330,310	\$2,156	\$655,375
		409		304

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	78
Employment Retention Rate	91	87.5	885 1,012
Earnings Change in Six Months	93	103.6	\$10,311,829 \$9,956,546
Employment and Credentials	61	73.0	685 938

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

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemaker	
	Entered Employment Rate	71.4	110 154	68.6	35 51	66.7	92 138	83.3
Employment Retention Rate	85.5	94 110	82.9	29 35	87	80 92	100	5 5
Earning Change in Six Months	98.8	\$1,279,165 \$1,294,543	96	\$245,568 \$256,612	90.1	\$1,006,259 \$1,117,416	315.4	\$32,263 \$10,229
Employment and Credential Rate	68.4	80 117	66.7	26 39	68.7	68 99	50	1 2

**Table G – Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals who Received Only Core and Intensive Services	
Entered Employment Rate	74.7	701	77.8	311
		938		400
Employment Retention Rate	86.6	607	89.4	278
		701		311
Earnings Change in Six Months	105.1	\$7,057,956	100.5	\$3,253,873
		\$6,717,260		\$3,239,286

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	69.6	78
			112
Employment Retention Rate	81	80	76
			95
Earnings Change in Six Months	\$2,400	\$1,622	\$149,195
			92
Credential Rate	51	35	50
			143

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

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	45.0	9	0	0	57.9	11	75.0	63
		20		0		19		84
Employment Retention Rate	58.3	7	0	0	90.9	10	82.1	64
		12		0		11		78
Earning Change in Six Months	\$1,939	\$21,324	\$0	\$0	\$2,814	\$30,954	\$1,656	\$127,513
		11		0		11		77
Credential Rate	19.2	5	0	0	10	2	39.4	43
		26		0		20		109

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

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	73	97.3	1,161
			1,193
Diploma or Equivalent Attainment Rate	56	100	974
			974
Retention Rate	55	11.5	95
			824

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

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	Skill Attainment Rate	96.2	153	97.5	553	98.2
159			567		111	
Diploma or Equivalent Rate	100.0	141	100.0	386	100	178
		141		386		178
Retention Rates	7.0	9	11.9	32	30.4	17
		129		269		56

**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 for Those Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adult	76.3	1297	\$3,315	\$5,426,652	0	0	\$7,192	\$4,063,556	16.67	5
		1,700		1,637		566		565		30
Dislocated Workers	87.2	2,282	138.2	\$28,880,881	0	0	\$6,035	\$6,107,518	93.1	445
		2,618		\$20,892,856		1,012		1,012		478
Older Youth	72.5	242	\$2,546	\$817,426	0	0	\$2,003	\$156,209		
		334		321		78		78		

**Table M – Participation Levels**

	Total Participants Served	Total Exiters
Adults	5,463	1,650
Dislocated Workers	4,847	1,222
Older Youth	743	258
Younger Youth	3,991	1,288

Table N – Cost of Program Activities

Program Activity	Total Federal Funding	
Local Adults	\$19,512,561	
Local Dislocated Workers	\$13,549,063	
Local Youth	\$24,301,258	
Rapid Response (up to 25%) §134(a)(2)(A)	\$4,010,755	
Statewide Required Activities (Up to 15%) §134 (a)(2)(B)	\$5,122,274	
Statewide Allowable Activities §134 (a)(3)	PROGRAM ACTIVITY DESCRIPTION	
	Capacity Building & Technical Assist.	\$1,745,752
	Research & Demonstration	\$241,679
	Displaced Homemaker program	\$2,179,699
	Other- Virginia Skills Centers	\$914,844
Total of All Federal Funding Listed Above	\$71,577,885	

Table O – Local Performance

Local Area Name: Southwestern Virginia (01)	Total Participants Served	Adults	706
		Dislocated Workers	273
		Older Youth	76
		Younger Youth	807
ETA Assigned Number: 51040	Total Exiters	Adults	207
		Dislocated Workers	114
		Older Youth	34
		Younger Youth	306
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	51	74.0
	Employers	51	78.0
Entered Employment Rate	Adults	64	61.9
	Dislocated Workers	74	63.2
	Older Youth	67	71.4
Retention Rate	Adults	74	75.8
	Dislocated Workers	82	83.6
	Older Youth	77	81.8
	Younger Youth	51	21.9
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,050	\$3,914
	Dislocated Worker	86	142.7
	Older Youth	\$2,050	\$3,663
Credential/Diploma Rate	Adult	51	62.7
	Dislocated Worker	51	54.2
	Older Youth	51	22.2
	Younger Youth	51	100.0
Skill Attainment Rate	Younger Youth	70	95.2
Description of Other State Indicators of Performance			
		Not Met	Met
			Exceeded

Overall Status of Local Performance	2	2	13
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Table O – Local Performance

Local Area Name: New River/Mount Rogers (02)	Total Participants Served	Adults	479
		Dislocated Workers	436
		Older Youth	97
		Younger Youth	369
ETA Assigned Number: 51045	Total Exiters	Adults	266
		Dislocated Workers	223
		Older Youth	48
		Younger Youth	119
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	67	69.8
	Employers	65	74.4
Entered Employment Rate	Adults	70	80.4
	Dislocated Workers	75	84.6
	Older Youth	63	87.5
Retention Rate	Adults	78	71.4
	Dislocated Workers	85	89.5
	Older Youth	76	75.0
	Younger Youth	53	45.2
Earnings Change/ Earnings Replacement in Six Months	Adult	\$2,600	\$1,942
	Dislocated Worker	88	99.3
	Older Youth	\$2,250	\$442
Credential/Diploma Rate	Adult	60	76.3
	Dislocated Worker	60	80.6
	Older Youth	50	44.4
	Younger Youth	54	100
Skill Attainment Rate	Younger Youth	70	98.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	4	11

Table O – Local Performance

Local Area Name: Western Virginia (03)	Total Participants Served	Adults	222
		Dislocated Workers	279
		Older Youth	18
		Younger Youth	282
ETA Assigned Number: 51095	Total Exiters	Adults	24
		Dislocated Workers	50
		Older Youth	6
		Younger Youth	138
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	73.8
	Employers	67	74.0
Entered Employment Rate	Adults	73	66.7
	Dislocated Workers	78	77.7
	Older Youth	66	0.0
Retention Rate	Adults	79	82.4
	Dislocated Workers	91	92.5
	Older Youth	77	100.0
	Younger Youth	55	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,650	\$2,946
	Dislocated Worker	91	142.4
	Older Youth	\$2,350	\$1,315
Credential/Diploma Rate	Adult	61	76.2
	Dislocated Worker	61	76.3
	Older Youth	51	33.3
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	73	98.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11

Table O – Local Performance

Local Area Name: Shenandoah Valley (04)	Total Participants Served	Adults	222
		Dislocated Workers	290
		Older Youth	21
		Younger Youth	271
ETA Assigned Number: 51075	Total Exiters	Adults	111
		Dislocated Workers	112
		Older Youth	6
		Younger Youth	119
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	79.1
	Employers	67	79.9
Entered Employment Rate	Adults	73	81.5
	Dislocated Workers	78	85.1
	Older Youth	64	100.0
Retention Rate	Adults	79	81.6
	Dislocated Workers	86	93.0
	Older Youth	76	100.0
	Younger Youth	55	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,300	\$1,427
	Dislocated Worker	86	91.3
	Older Youth	\$1,500	\$423
Credential/Diploma Rate	Adult	51	50
	Dislocated Worker	51	77.1
	Older Youth	51	0.0
	Younger Youth	56	100.0
Skill Attainment Rate	Younger Youth	73	100.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	1	12

Table O – Local Performance

Local Area Name: Northern Shenandoah Valley (05)	Total Participants Served	Adults	134
		Dislocated Workers	151
		Older Youth	2
		Younger Youth	24
ETA Assigned Number: 51080	Total Exiters	Adults	3
		Dislocated Workers	7
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	0.0
	Employers	54	77.3
Entered Employment Rate	Adults	58	0.0
	Dislocated Workers	62	0.0
	Older Youth	53	0.0
Retention Rate	Adults	66	0.0
	Dislocated Workers	73	0.0
	Older Youth	65	0.0
	Younger Youth	44	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,160	\$0
	Dislocated Worker	74	0.0
	Older Youth	\$1,920	\$0
Credential/Diploma Rate	Adult	49	0
	Dislocated Worker	49	0
	Older Youth	41	0
	Younger Youth	45	0
Skill Attainment Rate	Younger Youth	58	0
Description of Other State Indicators of Performance			
		Not Met	Met
Overall Status of Local Performance		16	0
			Exceeded
			1

Table O – Local Performance

Local Area Name: Workforce Today! (06)	Total Participants Served	Adults	134
		Dislocated Workers	285
		Older Youth	14
		Younger Youth	76
ETA Assigned Number: 51055	Total Exiters	Adults	85
		Dislocated Workers	41
		Older Youth	7
		Younger Youth	22
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	60.9
	Employers	67	74.6
Entered Employment Rate	Adults	73	72.2
	Dislocated Workers	78	83.7
	Older Youth	66	0.0
Retention Rate	Adults	83	89.8
	Dislocated Workers	91	82.9
	Older Youth	81	0.0
	Younger Youth	55	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,700	\$2,055
	Dislocated Worker	93	106.3
	Older Youth	\$2,400	-\$3,312
Credential/Diploma Rate	Adult	61	77.8
	Dislocated Worker	61	63.6
	Older Youth	51	100.0
	Younger Youth	56	100.0
Skill Attainment Rate	Younger Youth	73	56.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	3	8

Table O – Local Performance

Local Area Name: Region 2000/Central Virginia (07)	Total Participants Served	Adults	15
		Dislocated Workers	54
		Older Youth	8
		Younger Youth	58
ETA Assigned Number: 51085	Total Exiters	Adults	0
		Dislocated Workers	4
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	0.0
	Employers	67	73.7
Entered Employment Rate	Adults	73	40.0
	Dislocated Workers	78	62.3
	Older Youth	66	100.0
Retention Rate	Adults	83	94.1
	Dislocated Workers	91	89.5
	Older Youth	81	100.0
	Younger Youth	55	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,700	\$4,566
	Dislocated Worker	93	68.4
	Older Youth	\$2,400	\$3,223
Credential/Diploma Rate	Adult	61	59.3
	Dislocated Worker	61	63.3
	Older Youth	51	0.0
	Younger Youth	56	0.0
Skill Attainment Rate	Younger Youth	73	0.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	7	3	7

Table O – Local Performance

Local Area Name: South Central (08)	Total Participants Served	Adults	426
		Dislocated Workers	589
		Older Youth	54
		Younger Youth	130
ETA Assigned Number: 51090	Total Exiters	Adults	85
		Dislocated Workers	53
		Older Youth	3
		Younger Youth	7
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64	69.2
	Employers	62	64.7
Entered Employment Rate	Adults	64	87.1
	Dislocated Workers	72	69.2
	Older Youth	60	33.3
Retention Rate	Adults	73	75.9
	Dislocated Workers	82	77.8
	Older Youth	73	80.0
	Younger Youth	48	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,275	\$2,175
	Dislocated Worker	83	102.9
	Older Youth	\$2,150	\$1,127
Credential/Diploma Rate	Adult	55	84.2
	Dislocated Worker	55	76.5
	Older Youth	46	0.0
	Younger Youth	50	100.0
Skill Attainment Rate	Younger Youth	64	100.0
Description of Other State Indicators of Performance			
		Not Met	Met
Overall Status of Local Performance		4	3
			Exceeded
			10

Table O – Local Performance

Local Area Name: Capital Area (09)	Total Participants Served	Adults	68
		Dislocated Workers	192
		Older Youth	6
		Younger Youth	8
ETA Assigned Number: 51015	Total Exiters	Adults	18
		Dislocated Workers	47
		Older Youth	0
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	75.3
	Employers	54	78.0
Entered Employment Rate	Adults	58	66.7
	Dislocated Workers	62	69.0
	Older Youth	53	0.0
Retention Rate	Adults	66	92.3
	Dislocated Workers	73	85.0
	Older Youth	65	0.0
	Younger Youth	44	100.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,160	\$4,926
	Dislocated Worker	74	77.1
	Older Youth	\$1,920	\$0
Credential/Diploma Rate	Adult	49	70.0
	Dislocated Worker	49	66.7
	Older Youth	41	0.0
	Younger Youth	45	100.0
Skill Attainment Rate	Younger Youth	58	100.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13

Table O – Local Performance

Local Area Name: City of Richmond (10)	Total Participants Served	Adults	281
		Dislocated Workers	172
		Older Youth	96
		Younger Youth	129
ETA Assigned Number: 51025	Total Exiters	Adults	105
		Dislocated Workers	47
		Older Youth	5
		Younger Youth	7
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	62	64.9
	Employers	61	81.5
Entered Employment Rate	Adults	66	64.7
	Dislocated Workers	71	68.3
	Older Youth	60	33.3
Retention Rate	Adults	75	83.1
	Dislocated Workers	82	95.3
	Older Youth	73	66.7
	Younger Youth	50	20.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,440	\$3,071
	Dislocated Worker	84	138.1
	Older Youth	\$2,170	\$3,809
Credential/Diploma Rate	Adult	55	76.7
	Dislocated Worker	55	69.4
	Older Youth	46	16.7
	Younger Youth	51	100.0
Skill Attainment Rate	Younger Youth	66	100.0
Description of Other State Indicators of Performance			
		Not Met	Met
Overall Status of Local Performance		3	3
			Exceeded
			11

Table O – Local Performance

Local Area Name: Northern Virginia (11)	Total Participants Served	Adults	470
		Dislocated Workers	295
		Older Youth	41
		Younger Youth	149
ETA Assigned Number: 51010	Total Exiters	Adults	168
		Dislocated Workers	53
		Older Youth	3
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	50	79.6
	Employers	48	72.0
Entered Employment Rate	Adults	53	72.6
	Dislocated Workers	56	68.6
	Older Youth	48	100.0
Retention Rate	Adults	60	71.8
	Dislocated Workers	66	79.0
	Older Youth	58	100.0
	Younger Youth	40	50.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$1,944	\$4,037
	Dislocated Worker	67	99.3
	Older Youth	\$1,728	\$11,502
Credential/Diploma Rate	Adult	44	64.7
	Dislocated Worker	44	69.6
	Older Youth	37	0.0
	Younger Youth	40	100.0
Skill Attainment Rate	Younger Youth	40	0.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	0	15

Table O – Local Performance

Local Area Name: Alexandria/Arlington (12)	Total Participants Served	Adults	270
		Dislocated Workers	289
		Older Youth	19
		Younger Youth	45
ETA Assigned Number: 51005	Total Exiters	Adults	100
		Dislocated Workers	92
		Older Youth	5
		Younger Youth	22
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	88.9
	Employers	54	81.4
Entered Employment Rate	Adults	58	67.7
	Dislocated Workers	62	76.4
	Older Youth	53	100.0
Retention Rate	Adults	66	73.5
	Dislocated Workers	73	88.9
	Older Youth	65	100.0
	Younger Youth	44	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,200	\$4,954
	Dislocated Worker	74	112.4
	Older Youth	\$1,940	\$6,327
Credential/Diploma Rate	Adult	49	71.4
	Dislocated Worker	49	76.6
	Older Youth	41	33.3
	Younger Youth	45	100.0
Skill Attainment Rate	Younger Youth	58	87.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

Table O – Local Performance

Local Area Name: Bay Consortium (13)	Total Participants Served	Adults	334
		Dislocated Workers	215
		Older Youth	70
		Younger Youth	272
ETA Assigned Number: 51070	Total Exiters	Adults	177
		Dislocated Workers	91
		Older Youth	41
		Younger Youth	146
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	81.1
	Employers	66	77.7
Entered Employment Rate	Adults	72	73.0
	Dislocated Workers	77	76.5
	Older Youth	68	68.4
Retention Rate	Adults	79	81.7
	Dislocated Workers	84	84.6
	Older Youth	78	66.7
	Younger Youth	53	45.1
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,300	\$369
	Dislocated Worker	84	89.5
	Older Youth	\$2,100	\$147
Credential/Diploma Rate	Adult	51	72.3
	Dislocated Worker	51	71.4
	Older Youth	51	14.8
	Younger Youth	54	100.0
Skill Attainment Rate	Younger Youth	71	99.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	3	11

Table O – Local Performance

Local Area Name: Greater Peninsula (14)	Total Participants Served	Adults	206
		Dislocated Workers	347
		Older Youth	41
		Younger Youth	288
ETA Assigned Number: 51020	Total Exiters	Adults	31
		Dislocated Workers	113
		Older Youth	12
		Younger Youth	125
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	61	75.1
	Employers	61	71.3
Entered Employment Rate	Adults	68	100.0
	Dislocated Workers	76	84.0
	Older Youth	61	0.0
Retention Rate	Adults	71	80.0
	Dislocated Workers	81	93.3
	Older Youth	72	0.0
	Younger Youth	51	30.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,100	\$4,952
	Dislocated Worker	84	101.5
	Older Youth	\$1,900	\$0
Credential/Diploma Rate	Adult	51	66.7
	Dislocated Worker	51	82.0
	Older Youth	46	33.3
	Younger Youth	51	100.0
Skill Attainment Rate	Younger Youth	71	100.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	0	12

Table O – Local Performance

Local Area Name: Crater Area (15)	Total Participants Served	Adults	161
		Dislocated Workers	58
		Older Youth	40
		Younger Youth	264
ETA Assigned Number: 51100	Total Exiters	Adults	12
		Dislocated Workers	11
		Older Youth	9
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	57	82.7
	Employers	55	70.8
Entered Employment Rate	Adults	60	63.2
	Dislocated Workers	68	68.8
	Older Youth	56	0.0
Retention Rate	Adults	70	88.2
	Dislocated Workers	72	100.0
	Older Youth	72	0.0
	Younger Youth	46	18.2
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,122	\$5,946
	Dislocated Worker	80	102.6
	Older Youth	\$1,877	\$0
Credential/Diploma Rate	Adult	50	57.1
	Dislocated Worker	50	71.4
	Older Youth	42	0.0
	Younger Youth	46	100.0
Skill Attainment Rate	Younger Youth	60	100.0
Description of Other State Indicators of Performance			
		Not Met	Met
Overall Status of Local Performance		5	0
			Exceeded
			12

Table O – Local Performance

Local Area Name: Hampton Roads (16)	Total Participants Served	Adults	736
		Dislocated Workers	433
		Older Youth	122
		Younger Youth	696
ETA Assigned Number: 51035	Total Exiters	Adults	249
		Dislocated Workers	145
		Older Youth	74
		Younger Youth	224
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	61	72.5
	Employers	61	73.6
Entered Employment Rate	Adults	68	74.5
	Dislocated Workers	76	77.0
	Older Youth	61	76.9
Retention Rate	Adults	71	73.7
	Dislocated Workers	81	88.1
	Older Youth	72	85.3
	Younger Youth	51	15.4
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,320	\$2,340
	Dislocated Worker	86	108.9
	Older Youth	\$1,981	\$1,566
Credential/Diploma Rate	Adult	61	74.6
	Dislocated Worker	61	75.3
	Older Youth	51	63.0
	Younger Youth	51	100.0
Skill Attainment Rate	Younger Youth	73	98.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		2	0
		Exceeded	15

Table O – Local Performance

Local Area Name: West Piedmont (17)	Total Participants Served	Adults	599
		Dislocated Workers	490
		Older Youth	18
		Younger Youth	117
ETA Assigned Number: 51105	Total Exiters	Adults	9
		Dislocated Workers	19
		Older Youth	5
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	83.9
	Employers	54	74.1
Entered Employment Rate	Adults	58	100.0
	Dislocated Workers	62	88.9
	Older Youth	53	0.0
Retention Rate	Adults	66	100.0
	Dislocated Workers	73	50.0
	Older Youth	65	0.0
	Younger Youth	44	0.0
Earnings Change/Earnings Replacement in Six Months	Adult	\$2,160	\$10,799
	Dislocated Worker	74	129.9
	Older Youth	\$1,920	\$0
Credential/Diploma Rate	Adult	49	100.0
	Dislocated Worker	49	88.9
	Older Youth	41	0.0
	Younger Youth	45	100.0
Skill Attainment Rate	Younger Youth	58	100.0
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

## WIA Annual Report Data

State Name: VA

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	69	74.6	571	1,956	1,397	40.9
Employers	67	75.7	538	2,367	741	72.6

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	72.4	566
			782
Employment Retention Rate	83	77.7	597
			768
Earnings Change in Six Month	2,700	2,785	1,985,685
			713
Employment and Credential Rate	61	70.5	426
			604

**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	70.7	99	71.1	32	59.1	39	55.3	21
		140		45		66		38
Employment Retention Rate	78	92	69.2	27	72.9	35	81.5	22
		118		39		48		27
Earnings Change in Six Months	3,615	404,864	1,525	56,413	2,440	109,818	3,316	82,896
		112		37		45		25
Employment and Credential Rate	65.9	56	73.7	28	57.1	28	45.5	10
		85		57		49		22

**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	68.7	303	77.1	263
		441		341
Employment Retention Rate	76.5	335	79.4	262
		438		330
Earnings Change in Six Months	3,253	1,330,310	2,156	655,375
		409		304

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	78	75.6	1,012
Employment Retention Rate	91	87.5	885	1,012
Earnings Replacement in Six Months	93	103.6	10,311,829	9,956,546
Employment and Credential Rate	61	73	685	938

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	71.4	110	68.6	35	66.7	92	83.3
		154		51		138		6
Employment Retention Rate	85.5	94	82.9	29	87	80	100	5
		110		35		92		5
Earnings Replacement Rate	98.8	1,279,165	95.7	245,568	90.1	1,006,259	315.4	32,263
		1,294,543		256,612		1,117,416		10,229
Employment And Credential Rate	68.4	80	66.7	26	68.7	68	50	1
		117		39		99		2

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	74.7	701	77.8
938			400	
Employment Retention Rate	86.6	607	89.4	278
		701		311
Earnings Replacement Rate	105.1	7,057,956	100.5	3,253,873
		6,717,260		3,239,286

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66
Employment Retention Rate	81	80	112
			76
Earnings Change in Six Months	2,400	1,622	95
			149,195
Credential Rate	51	35	92
			50
			143

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	45	9	0	0	57.9	11	75
20			1		19		84	
Employment Retention Rate	58.3	7	0	0	90.9	10	82.1	64
		12		1		11		78
Earnings Change in Six Months	1,939	21,324	0	0	2,814	30,954	1,656	127,513
		11		1		11		77
Credential Rate	19.2	5	0	0	10	2	39.4	43
		26		1		20		109

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

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	73
			1,193
Diploma or Equivalent Attainment Rate	56	100	974
			974
Retention Rate	55	11.5	95
			824

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	96.2	153	97.5	553	98.2	109
		159		567		111
Diploma or Equivalent Attainment Rate	100	141	100	386	100	178
		141		386		178
Retention Rate	7	9	11.9	32	30.4	17
		129		269		56

**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	76.3	1,297	3,315	5,426,652	0	0	7,192	4,063,556	16.7	5
		1,700		1,637		566		565		30
Dislocated Workers	87.2	2,282	138.2	28,880,881	0	0	6,035	6,107,518	93.1	445
		2,618		20,892,856		1,012		1,012		478
Older Youth	72.5	242	2,546	817,426	0	0	2,003	156,209		
		334		321		78		78		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>5,463</b>	<b>1,650</b>
<b>Dislocated Workers</b>	<b>4,847</b>	<b>1,222</b>
<b>Older Youth</b>	<b>743</b>	<b>258</b>
<b>Younger Youth</b>	<b>3,991</b>	<b>1,288</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$19,512,561.00</b>
<b>Local Dislocated Workers</b>		<b>\$13,549,063.00</b>
<b>Local Youth</b>		<b>\$24,301,258.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$4,010,755.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$5,122,274.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Bldg & TA	<b>\$1,745,752.00</b>
	Research & Demons.	<b>\$241,679.00</b>
	Displaced Homemaker	<b>\$2,179,699.00</b>
	Other-VA Skills Centers	<b>\$914,844.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$71,577,885.00</b>

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Virginia Workforce Investment Board 1	<b>Total Participants                  Served</b>	Adults	706
		Dislocated Workers	273
		Older Youth	76
		Younger Youth	807
	<b>Total Exiters</b>	Adults	207
		Dislocated Workers	114
		Older Youth	34
		Younger Youth	306

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	51	74	
	Employers	51	78	
Entered Employment Rate	Adults	64	61.9	
	Dislocated Workers	74	63.2	
	Older Youth	67	71.4	
Retention Rate	Adults	74	75.8	
	Dislocated Workers	82	83.6	
	Older Youth	77	81.8	
	Younger Youth	51	21.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,050	3,914	
	Dislocated Workers	86	142.7	
	Older Youth (\$)	2,050	3,663	
Credential / Diploma Rate	Adults	51	62.7	
	Dislocated Workers	51	54.2	
	Older Youth	51	22.2	
	Younger Youth	51	100	
Skill Attainment Rate	Younger Youth	70	95.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> New River/Mt. Rogers WIB 2	<b>Total Participants Served</b>	Adults	479
		Dislocated Workers	436
		Older Youth	97
		Younger Youth	369
	<b>Total Exiters</b>	Adults	266
		Dislocated Workers	223
		Older Youth	48
		Younger Youth	119

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	67	69.8	
	Employers	65	74.4	
Entered Employment Rate	Adults	70	80.4	
	Dislocated Workers	75	84.6	
	Older Youth	63	87.5	
Retention Rate	Adults	78	71.4	
	Dislocated Workers	85	89.5	
	Older Youth	76	75	
	Younger Youth	53	45.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	1,942	
	Dislocated Workers	88	99.3	
	Older Youth (\$)	2,250	442	
Credential / Diploma Rate	Adults	60	76.3	
	Dislocated Workers	60	80.6	
	Older Youth	50	44.4	
	Younger Youth	54	100	
Skill Attainment Rate	Younger Youth	70	98.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Western Virginia Workforce Development Board 3	<b>Total Participants                  Served</b>	Adults	222
		Dislocated Workers	279
		Older Youth	18
		Younger Youth	282
	<b>Total Exiters</b>	Adults	24
		Dislocated Workers	50
		Older Youth	6
		Younger Youth	138

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	73.8	
	Employers	67	74	
Entered Employment Rate	Adults	73	66.7	
	Dislocated Workers	78	77.7	
	Older Youth	66	0	
Retention Rate	Adults	79	82.4	
	Dislocated Workers	91	92.5	
	Older Youth	77	100	
	Younger Youth	55	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,650	2,946	
	Dislocated Workers	91	142.4	
	Older Youth (\$)	2,350	1,315	
Credential / Diploma Rate	Adults	61	76.2	
	Dislocated Workers	61	76.3	
	Older Youth	51	33.3	
	Younger Youth	56	100	
Skill Attainment Rate	Younger Youth	73	98.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	2	11

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Shenandoah Valley Workforce Investment Board 4	<b>Total Participants                  Served</b>	Adults	222
		Dislocated Workers	290
		Older Youth	21
		Younger Youth	271
	<b>Total Exiters</b>	Adults	111
		Dislocated Workers	112
		Older Youth	6
		Younger Youth	119

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	79.1	
	Employers	67	79.9	
Entered Employment Rate	Adults	73	81.5	
	Dislocated Workers	78	85.1	
	Older Youth	64	100	
Retention Rate	Adults	79	81.6	
	Dislocated Workers	86	93	
	Older Youth	76	100	
	Younger Youth	55	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	1,427	
	Dislocated Workers	86	91.3	
	Older Youth (\$)	76	423	
Credential / Diploma Rate	Adults	51	50	
	Dislocated Workers	51	77.1	
	Older Youth	51	0	
	Younger Youth	56	100	
Skill Attainment Rate	Younger Youth	73	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	1	12

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Northern Shenandoah Valley 5	Total Participants Served	Adults	134
		Dislocated Workers	151
		Older Youth	2
		Younger Youth	24
	Total Exiters	Adults	3
		Dislocated Workers	7
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	55	0	
	Employers	54	77.3	
Entered Employment Rate	Adults	58	0	
	Dislocated Workers	62	0	
	Older Youth	53	0	
Retention Rate	Adults	66	0	
	Dislocated Workers	73	0	
	Older Youth	65	0	
	Younger Youth	44	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,160	0	
	Dislocated Workers	74	0	
	Older Youth (\$)	1,920	0	
Credential / Diploma Rate	Adults	49	0	
	Dislocated Workers	49	0	
	Older Youth	41	0	
	Younger Youth	45	0	
Skill Attainment Rate	Younger Youth	58	0	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		16	0	1

# WIA Annual Report Data

State Name: VA

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Workforce Today 6	Total Participants Served	Adults	134
		Dislocated Workers	285
		Older Youth	14
		Younger Youth	76
	Total Exiters	Adults	85
		Dislocated Workers	41
		Older Youth	7
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	60.9	
	Employers	67	74.6	
Entered Employment Rate	Adults	73	72.2	
	Dislocated Workers	78	83.7	
	Older Youth	66	0	
Retention Rate	Adults	83	89.8	
	Dislocated Workers	91	82.9	
	Older Youth	81	0	
	Younger Youth	55	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	2,055	
	Dislocated Workers	93	106.3	
	Older Youth (\$)	2,400	-3,312	
Credential / Diploma Rate	Adults	61	77.8	
	Dislocated Workers	61	63.6	
	Older Youth	51	100	
	Younger Youth	56	100	
Skill Attainment Rate	Younger Youth	73	56	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	3	8

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Region 2000 Workforce Investment Board 7	<b>Total Participants Served</b>	Adults	15
		Dislocated Workers	54
		Older Youth	8
		Younger Youth	58
	<b>Total Exiters</b>	Adults	0
		Dislocated Workers	4
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	0	
	Employers	67	73.7	
Entered Employment Rate	Adults	73	40	
	Dislocated Workers	78	62.3	
	Older Youth	66	100	
Retention Rate	Adults	83	94.1	
	Dislocated Workers	91	89.5	
	Older Youth	81	100	
	Younger Youth	55	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	4,566	
	Dislocated Workers	93	68.4	
	Older Youth (\$)	2,400	3,223	
Credential / Diploma Rate	Adults	61	59.3	
	Dislocated Workers	61	63.3	
	Older Youth	51	0	
	Younger Youth	56	0	
Skill Attainment Rate	Younger Youth	73	0	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	3	7

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Workforce Investment Board 8	<b>Total Participants Served</b>	Adults	426
		Dislocated Workers	589
		Older Youth	54
		Younger Youth	130
	<b>Total Exiters</b>	Adults	85
		Dislocated Workers	53
		Older Youth	3
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64	69.2
	Employers	62	64.7
Entered Employment Rate	Adults	64	87.1
	Dislocated Workers	72	69.2
	Older Youth	60	33.3
Retention Rate	Adults	73	75.9
	Dislocated Workers	82	77.8
	Older Youth	73	80
	Younger Youth	48	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,275	2,175
	Dislocated Workers	83	102.9
	Older Youth (\$)	2,150	1,127
Credential / Diploma Rate	Adults	55	84.2
	Dislocated Workers	55	76.5
	Older Youth	46	0
	Younger Youth	50	100
Skill Attainment Rate	Younger Youth	64	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	3
		Exceeded	10

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Capital Area Consortuim 9	Total Participants Served	Adults	68
		Dislocated Workers	192
		Older Youth	6
		Younger Youth	8
	Total Exiters	Adults	18
		Dislocated Workers	47
		Older Youth	0
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	55	75.3	
	Employers	54	78	
Entered Employment Rate	Adults	58	66.7	
	Dislocated Workers	62	69	
	Older Youth	53	0	
Retention Rate	Adults	66	92.3	
	Dislocated Workers	73	85	
	Older Youth	65	0	
	Younger Youth	44	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,160	4,926	
	Dislocated Workers	74	77.1	
	Older Youth (\$)	1,920	0	
Credential / Diploma Rate	Adults	49	70	
	Dislocated Workers	49	66.7	
	Older Youth	41	0	
	Younger Youth	45	100	
Skill Attainment Rate	Younger Youth	58	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	0	13

# WIA Annual Report Data

State Name: VA

Program Year: 2001

Table O: Summary of Participants

<b>Local Area Name:</b> Richmond City Workforce Investment Board 10	<b>Total Participants Served</b>	Adults	281
		Dislocated Workers	172
		Older Youth	96
		Younger Youth	129
	<b>Total Exiters</b>	Adults	105
		Dislocated Workers	47
		Older Youth	5
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	62	64.9	
	Employers	61	81.5	
Entered Employment Rate	Adults	66	64.7	
	Dislocated Workers	71	68.3	
	Older Youth	60	33.3	
Retention Rate	Adults	75	83.1	
	Dislocated Workers	82	95.3	
	Older Youth	73	66.7	
	Younger Youth	50	20	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,440	3,071	
	Dislocated Workers	84	138.1	
	Older Youth (\$)	2,170	3,809	
Credential / Diploma Rate	Adults	55	76.7	
	Dislocated Workers	55	69.4	
	Older Youth	46	16.7	
	Younger Youth	51	100	
Skill Attainment Rate	Younger Youth	66	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	3	11

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Northern Virginia Workforce Investment Board 11	<b>Total Participants Served</b>	Adults	470
		Dislocated Workers	295
		Older Youth	41
		Younger Youth	149
	<b>Total Exiters</b>	Adults	168
		Dislocated Workers	53
		Older Youth	3
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	50	79.6	
	Employers	48	72	
Entered Employment Rate	Adults	53	72.6	
	Dislocated Workers	56	68.6	
	Older Youth	48	100	
Retention Rate	Adults	60	71.8	
	Dislocated Workers	66	79	
	Older Youth	58	100	
	Younger Youth	40	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,944	4,037	
	Dislocated Workers	67	99.3	
	Older Youth (\$)	1,728	11,502	
Credential / Diploma Rate	Adults	44	64.7	
	Dislocated Workers	44	69.6	
	Older Youth	37	0	
	Younger Youth	40	100	
Skill Attainment Rate	Younger Youth	40	0	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: VA

Program Year: 2001

Table O: Summary of Participants

<b>Local Area Name:</b> Alexandria/Arlington Workforce Investment Board 12	<b>Total Participants                  Served</b>	Adults	270
		Dislocated Workers	289
		Older Youth	19
		Younger Youth	45
	<b>Total Exiters</b>	Adults	100
		Dislocated Workers	92
		Older Youth	5
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	55	88.9	
	Employers	54	81.4	
Entered Employment Rate	Adults	58	67.7	
	Dislocated Workers	62	76.4	
	Older Youth	53	100	
Retention Rate	Adults	66	73.5	
	Dislocated Workers	73	89	
	Older Youth	65	100	
	Younger Youth	44	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,200	4,954	
	Dislocated Workers	74	112.4	
	Older Youth (\$)	1,940	6,327	
Credential / Diploma Rate	Adults	49	71.4	
	Dislocated Workers	49	76.6	
	Older Youth	41	33.3	
	Younger Youth	45	100	
Skill Attainment Rate	Younger Youth	58	87.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Bay Consortium Workforce Investment Board, Inc. 13	<b>Total Participants Served</b>	Adults	334
		Dislocated Workers	215
		Older Youth	70
		Younger Youth	272
	<b>Total Exiters</b>	Adults	177
		Dislocated Workers	91
		Older Youth	41
		Younger Youth	146

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	81.1
	Employers	66	77.7
Entered Employment Rate	Adults	72	73
	Dislocated Workers	77	76.5
	Older Youth	68	68.4
Retention Rate	Adults	79	81.7
	Dislocated Workers	84	84.6
	Older Youth	78	66.7
	Younger Youth	53	45.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	369
	Dislocated Workers	84	89.5
	Older Youth (\$)	2,100	147
Credential / Diploma Rate	Adults	51	72.3
	Dislocated Workers	51	71.4
	Older Youth	51	14.8
	Younger Youth	54	100
Skill Attainment Rate	Younger Youth	71	99.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	3
		Exceeded	11

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Peninsula Workforce Investment Board 14	<b>Total Participants Served</b>	Adults	206
		Dislocated Workers	347
		Older Youth	41
		Younger Youth	288
	<b>Total Exiters</b>	Adults	31
		Dislocated Workers	113
		Older Youth	12
		Younger Youth	125

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	61	75.1	
	Employers	61	71.3	
Entered Employment Rate	Adults	68	100	
	Dislocated Workers	76	84	
	Older Youth	61	0	
Retention Rate	Adults	71	80	
	Dislocated Workers	81	93.3	
	Older Youth	72	0	
	Younger Youth	51	30	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	4,952	
	Dislocated Workers	84	101.5	
	Older Youth (\$)	1,900	0	
Credential / Diploma Rate	Adults	51	66.7	
	Dislocated Workers	51	82	
	Older Youth	46	33.3	
	Younger Youth	51	100	
Skill Attainment Rate	Younger Youth	71	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	0	12

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Crater Region Workforce Investment Board 15	<b>Total Participants Served</b>	Adults	161
		Dislocated Workers	58
		Older Youth	40
		Younger Youth	264
	<b>Total Exiters</b>	Adults	12
		Dislocated Workers	11
		Older Youth	9
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	57	82.7	
	Employers	55	70.8	
Entered Employment Rate	Adults	60	63.2	
	Dislocated Workers	68	68.8	
	Older Youth	56	0	
Retention Rate	Adults	70	88.2	
	Dislocated Workers	72	100	
	Older Youth	72	0	
	Younger Youth	46	18.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,122	5,946	
	Dislocated Workers	80	102.6	
	Older Youth (\$)	1,877	0	
Credential / Diploma Rate	Adults	50	57.1	
	Dislocated Workers	50	71.4	
	Older Youth	42	0	
	Younger Youth	46	100	
Skill Attainment Rate	Younger Youth	60	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	0	12

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hampton Roads Workforce Development Board 16	<b>Total Participants Served</b>	Adults	736
		Dislocated Workers	433
		Older Youth	122
		Younger Youth	696
	<b>Total Exiters</b>	Adults	249
		Dislocated Workers	145
		Older Youth	74
		Younger Youth	224

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	61	72.5	
	Employers	61	73.6	
Entered Employment Rate	Adults	68	74.5	
	Dislocated Workers	76	77	
	Older Youth	61	76.9	
Retention Rate	Adults	71	73.7	
	Dislocated Workers	81	88.1	
	Older Youth	72	85.3	
	Younger Youth	51	15.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,320	2,340	
	Dislocated Workers	86	108.9	
	Older Youth (\$)	1,981	1,566	
Credential / Diploma Rate	Adults	61	74.6	
	Dislocated Workers	61	75.3	
	Older Youth	51	63	
	Younger Youth	51	100	
Skill Attainment Rate	Younger Youth	73	98.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: VA

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> West Piedmont Workforce Investment Board 17	<b>Total Participants Served</b>	Adults	599
		Dislocated Workers	490
		Older Youth	18
		Younger Youth	117
	<b>Total Exiters</b>	Adults	9
		Dislocated Workers	19
		Older Youth	5
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	55	83.9
	Employers	54	74.1
Entered Employment Rate	Adults	58	100
	Dislocated Workers	62	88.9
	Older Youth	53	0
Retention Rate	Adults	66	100
	Dislocated Workers	73	50
	Older Youth	65	0
	Younger Youth	44	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,160	10,799
	Dislocated Workers	74	129.9
	Older Youth (\$)	1,920	0
Credential / Diploma Rate	Adults	49	100
	Dislocated Workers	49	88.9
	Older Youth	41	0
	Younger Youth	45	100
Skill Attainment Rate	Younger Youth	58	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		6	0
		Exceeded	11