

State of Alaska
Workforce
Investment Act
Title 1-B
Annual Report
PY 2000

December 3, 2001

Tony Knowles, Governor



Alaska Job Center Network
Where people and jobs connect.



TONY KNOWLES
Governor



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STATE OF ALASKA
OFFICE OF THE GOVERNOR

JUNEAU

November 15, 2001

The Honorable Elaine L. Chao
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Madam Secretary:

Alaska is pleased to submit the Workforce Investment Act Title I-B Annual Report for Program Year 2000.

This past year has been filled with wonderful challenges and opportunities. After years of work in anticipation of federal job training reform, Alaska was able to take this framework and begin to operate it using the tools provided by the Workforce Investment Act (WIA) of 1998.

Under the guidance of the Alaska Human Resource Investment Council and the state's two local workforce investment boards, state workforce programs have been consolidated into two departments. Further, core employment and training data are centralized; state and local agencies are sharing resources and collaborating to increase training opportunities; and the boards are working with Alaska's businesses and industries to identify and solve Alaska's workforce needs.

The most dramatic change has been the implementation of the "one-stop" system of delivering job training, education, and employment services at neighborhood locations. With services coordinated and co-located, Alaskans looking to go to work or improve their work skills have new opportunities and wide choices.

A strong workforce is essential to Alaska's future. Providing qualified, highly skilled workers for new jobs is the challenge of Alaska's workforce training and education community. Each year, thousands of Alaskans receive training, education, and employment services. These services can help an Alaskan find a job or improve skills to advance in a current job and earn a living wage. With WIA-driven changes in place, Alaskans are better served than ever before. The dynamic efforts of the workforce development community to come together and meet the challenges and opportunities of the 21st century are evidenced in this report.

We look forward to continually improving our work services for Alaska's workers and their families.

Sincerely,

A handwritten signature in blue ink that reads "Tony Knowles".

Tony Knowles
Governor

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December 3, 2001

The Honorable Elaine L. Chao
Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Madam Secretary:

As the Governor's authorized representative, I certify that the data submitted is complete and accurate.

The Alaska Human Resource Investment Council is a policy body devoted to strengthening Alaska's workforce during a time of global economic change. Our goals and strategies are continually focused on improving the quality and performance of the workforce development system. As this report indicates, with the help of WIA and its system improvements, we've been able to increase worker skills and employability and strengthen the ability of companies to compete and create jobs where they are needed.

The report begins with Alaska's "vision" of an ideal workforce development system. This guiding principle, to build "connections that put Alaskans into good jobs," is one that has served us well as we began the arduous task of implementing the Workforce Investment Act of 1998. The history of this implementation is discussed because it more clearly defines the coordination and collaboration necessary to comply with the WIA mandates.

This report also outlines the work done by the agency partners – the Alaska Job Center Network, the Alaska Workforce Investment Office and its related agencies, the State and Local Workforce Investment Boards – and the coordination between these partners as they began implementation. Several state initiatives and discretionary programs are described to showcase aspects of our implementation.

Section Two addresses the stated purpose of the annual Title 1B report: An analysis and assumptions narrative, followed by the WIA Financial Statement, WIA performance tables, and customer satisfaction. You will see by this data that Alaska has a strong start in creating a career development system with emphasis on high wages in high demand occupations.

The next year is sure to bring more exciting changes and improvements for our great state. Through early accomplishments and planning, Alaska has set the stage for continued progress and improvements in the job training and education system. We welcome your involvement and support in these important efforts, and look forward to working closely with you to build a quality workforce and a secure future for all Alaskans.

Sincerely,



James Sanders, Executive Director
Alaska Human Resource Investment Council

Table of Contents

Section One

The Alaska Workforce Vision	1
History of WIA Implementation in Alaska.....	3
Year One – WIA Implementation in Alaska	6
The Alaska Job Center Network.....	6
Title 1-B Programs in Alaska	7
Alaska Workforce Investment Office & Related Services	8
State Workforce Investment Board (AHRIC).....	9
Local Workforce Investment Boards	11
Balance of State-Local Workforce Investment Board.....	12
The Anchorage/Mat-Su Local Workforce Investment Board.....	15
Coordination between Systems.....	18
Economy, Education & Workforce	19
Rural Workforce: Special Populations	19
The Alaska Native Coalition of Employment & Training	20
WIA Discretionary Programs, State Initiatives, Special Projects.....	22

Section Two

Analysis & Assumptions.....	24
WIA Financial Statement.....	25
Performance Tables	27
Appendix A	43
Appendix B	44
Appendix C	45
Appendix D	47
Appendix E.....	48
Appendix F	51

The Alaska Workforce Vision

The vision for Alaska's Workforce Investment System is "**Building connections that put Alaskans into good jobs.**" A good job is described as one that has adequate pay, benefits and career advancement opportunities that can sustain an individual and a family economically without reliance on public subsidy.

"Building connections that put Alaskans into good jobs" requires a workforce information system that is accessible and understandable to all of the workforce investment system's customers. Today's customers include businesses looking for qualified workers, unemployed Alaskans looking for jobs, and incumbent workers wanting to upgrade their skills in a changing work environment.

Alaska's career planners and job seekers need to know, for example, the occupations and industries that are expanding and declining, the earnings and benefits associated with different types of work, where training is available, where the jobs are, and the occupational requirements which must be satisfied. Effective coordination (or "system interface") between labor demand and supply, state and local workforce investment boards, job centers and training institutions to meet these needs is the primary goal of Alaska's workforce information system.

This comprehensive vision guides the workforce investment system. The system provides employment education, training and support services to assure Alaska employers have a skilled

workforce and Alaska workers have employment choices. The system promotes a healthy economy and strong rural and urban communities by increasing employment opportunities through improved access to government, education and private sector activities that develop, strengthen, stimulate and diversify Alaska's economic base.

Statewide Primary Workforce Development Goals

- Strengthen the involvement of business, industry, and economic development to build Alaska's workforce.
- Ensure access to quality employment education, training and employment services statewide, particularly to rural areas and for the economically disadvantaged.
- Evaluate programs of the workforce investment system to optimize customer employability.
- Advocate for Alaska's human resource investment programs and promote continuous improvement.
- Promote the full integration of Alaskans with disabilities into all aspects of the workforce development system to put people with disabilities into good jobs.
- Strengthen the involvement and ability of Alaska's education system to develop Alaska's workforce.

In order to achieve workforce investment system improvements, cross system measures are used to gauge progress. The measures assist in understanding if the goals and strategies are effective in achieving the following broad results:

- Increasing the number of jobs held by Alaska residents.
- Reducing unemployment by economic region in Alaska.
- Decreasing welfare dependence by economic region in Alaska.
- Gaining income for Alaskans as compared to non-resident workers.
- Enhancing and increasing the supply of trained and credentialed workers for good jobs in demand.
- Retaining skilled workers in vital Alaskan industries.
- Gaining skills and technical knowledge in Alaska's emerging and current workforce.

History of WIA Implementation in Alaska

In 1992 the federal government began to encourage states to establish human resource investment councils for planning, monitoring, and evaluating employment education and training programs under the Job Training Partnership Act (JTPA), in anticipation of major restructuring of these federal programs. In response, the Alaska State Legislature created the Alaska Human Resource Investment Council (AHRIC) in 1995. Governor Tony Knowles appointed 26 private sector and government representatives to the AHRIC in October 1995, and the council held its first meeting in January 1996.

Council efforts to prepare the state for what would become the Workforce Investment Act (WIA) included involvement in a wide array of initiatives in the six years of its existence.

The state received a \$7.2 million U.S. Department of Labor grant in 1996 to create a system of One Stop Job Centers across the state. The three-year effort was paved with difficulties as services and programs were coordinated, streamlined, electronically and physically co-located. However, the Alaska Job Center Network (AJCN) is now the flagship of Alaska's revolutionary transition from JTPA to WIA. Twenty-two job centers (six full-service, sixteen satellite sites) are up and running across the state. This was no small task, considering Alaska's massive size, small population and far-flung urban and rural population centers.

Anticipating WIA, the council initiated

several preliminary studies to better prepare for a major redesign of its workforce training, education, and job delivery and support services system. At the council's direction, the staff prepared the *Report to the Governor on the Future of Alaska's Human Resource Programs* in September 1996. The report included preliminary observations on overseeing the implementation of a streamlined, consolidated human resource investment system that coordinated services with business and education.

A policy paper, *Future of Private Industry Councils, September 1996* developed a process for the conversion of Alaska's Private Industry Councils to Workforce Investment Boards. *Consolidation of Alaska's Human Resource Programs, May 1997* laid the groundwork for program transition and included an appendix that reviewed all services, money and resources of all programs under the AHRIC's oversight. In March 1999, the AHRIC assisted the National Conference of State Legislatures in writing *Serving the Alaska Workforce – An Inventory of Programs and Policies*, to ensure the right programs fell under the oversight and policy direction of the council.

The AHRIC was involved in the state's transition into a reformed "work first" welfare system. The council helped implement a pilot program to hire welfare recipients into entry-level state employment. It also started the WorkStar program, an incentive initiative to involve businesses in

moving Alaskans from welfare to work. The AHRIC's Employment & Placement Committee also provides ongoing advice to the state on welfare-to-work initiatives.

The council helped implement a \$7.8 million federal 3-year grant for a statewide School-to-Work system. In 1999, anticipating the end of the grant program, the council reviewed and endorsed a plan for Alaska's Career Pathway system. That plan calls for establishing a framework of career pathways in Alaska to ensure students meet high academic standards, engage in career development and develop employability skills. It also calls for implementing pilot programs that demonstrate how career pathways can help sustain School-to-Work principles by connecting students with high skill, high wage careers.

The council sponsored a 1997 Rural Development Conference to examine welfare reform and economic development opportunities in rural Alaska and to coordinate efforts between businesses, Native organizations, economic development organizations and local government to create jobs for rural Alaskans. In 1999, the council began to assist the new Denali Commission, a federal-state partnership established by Congress, in coordinating infrastructure and economic support throughout rural Alaska.

At Governor Knowles' request, the AHRIC conducted a series of community forums in the spring of 1998 to involve local communities in the discussion on how to best strengthen the involvement of business and industry in developing Alaska's workforce. Rural

and urban communities identified eight common workforce and training issues, including soft skill deficiencies, gaps in vocational-technical and university-based training, inadequate post-employment services, especially childcare, and limited work opportunities in rural areas. More importantly, these meetings produced practical solutions for improving or re-focusing training, workforce and economic development policies and resources to help resolve these issues and concerns.

In cooperation with the University of Alaska, the council embarked on assessing employers' training needs in key Alaska industries. This effort led to a series of focused industry forums, to bring together industry representatives for workforce demand and training capacity meetings. These meetings resulted in a commitment to develop an alliance focused on health care training and jobs, and identified training gaps in the transportation industry. Later efforts helped establish The Health and Allied Careers Consortium, the Alaska Process Industry Career Consortium (oil, gas, mining, and power generation) and the Information Technology Careers Consortium.

In 1999, the council worked with the Alaska Legislature on HB 40, consolidating most workforce programs into the Department of Labor & Workforce Development.

In December 2000, the council adopted regulations establishing general administrative procedures for the state's workforce investment system, including performance standards, former participant satisfaction measures, a

process for counting participants, and a formula for the management assessment fee charged to programs to fund the council. The council also identified and adopted program performance standards to measure and report on these workforce programs.

The council developed a 5-year plan for the State Training and Employment Program, outlining administrative and programmatic improvements to assist in meeting STEP goals. Among other improvements, the plan requires the State Department of Labor & Workforce Development to distribute funds to the Local Workforce Investment Area administrators (sub-grantees) in a more efficient and timely manner. It also calls for improved services to individuals through grants that place participants in

training for high-demand occupations, and requires local administrators to improve data collection and information distribution.

In 1999, the council initiated the Workforce Investment Act implementation by writing a 5-year unified plan for the Workforce Investment Act, with the help of 100 citizen “policy work group” volunteers and dozens of state agency representatives. It was completed in a timely manner, passed federal muster, and represents consolidation of services and cooperation among agencies for a more streamlined delivery system.

On July 1, 2000, the Workforce Investment Act took effect in Alaska.

Year One - WIA Implementation in Alaska

The Alaska Job Center Network

The flagship of the new workforce investment system is “one stop” service delivery. One-stop systems streamline and consolidate services through better collaboration of service partners, empower individuals by giving them training and employment choices, and provide universal access to all customers. Alaska’s system, the Alaska Job Center Network (AJCN), brought together Alaska’s training, education and employment programs and related support services. It simplified employment and training services for both job seekers and employers at easy-to-reach sites. There are currently six full service and 16 satellite job centers in both urban and rural areas.

Alaska’s Employment Security Division, formerly the state’s job service provider, integrated its employment and training services, including Adult, Dislocated Workers and Youth, NAFTA/TAA, Veterans Services, Unemployment Insurance and Wagner Peyser programs into the consolidated Job Centers. Other one-stop partners include Adult Education and Literacy, Vocational Rehabilitation, Welfare-to-Work grant program, Senior Community Service Employment Program, Carl D. Perkins Vocational Education, Community Service Block Grant Employment & Training Programs and HUD Employment and Training Program.

The AHRIC gives policy advice to the Alaska’s job center system, and the two Local WIBs provide policy and oversight to job centers and local

advisory councils in their respective workforce investment areas.

One thousand ‘customer satisfaction survey’ cards were completed by One-Stop customers and returned to staff for the years 2000 and 2001. These cards came primarily from Alaska’s new, full-service Muldoon One-Stop in Anchorage, Alaska.

Approximately ninety-nine percent (99%) of respondents said they would use the One-Stop services again, would recommend the job center to a friend or relative, and described staff as doing “Good”, “Great” or “Excellent” in providing services to the public. This section of the survey was virtually unanimous.

A breakdown of what the One-Stop customers used in the resource room during their visit follows. Many used multiple services. Figures are approximate:

70%	Alaska’s Job Bank
32%	Telephone
24%	Fax Machine
21%	Resume Writer
16%	Typing Tutor
15%	Labor Market Information
10%	America’s Job Bank
7%	Career Exploration
2%	Training Tapes

Some of the typical comments written at the bottom of the cards: “Great job, excellent assistance,” “This is better than anything I’ve seen down South,”

“Great staff who remembered my name,” “ Best job office I’ve ever used,” “Staff courteous and friendly,” “The job bank is very useful and resourceful,” “Convenient, great location,” “ Very user friendly,” and “Thank you for being here.”

Title 1B Programs In Alaska

All **Adults** over 18 are eligible for “core services,” which include job search and placement assistance, labor market information, initial assessment of skills and needs, and information about available services to help retain jobs once placed. Intensive services (comprehensive assessments, individual employment plans, group and individual counseling, case management and short-term, pre-vocational services) and training may be provided to individuals who have been unable to obtain jobs through core services or to employed individuals needing assistance to increase wage potential. Priority for adult training services is given to recipients of public assistance and the Balance of State Local Workforce Investment Board also established income-based eligibility criteria to ensure training funds are dedicated to the most needy.

Adult participants are often low income, low skilled individuals. Their needs include assistance to determine an appropriate vocational goal, develop appropriate vocational plans, securing the resources to implement their vocational plans, and identify appropriate industry-based certifications for them to achieve. Because of barriers to employment they may experience they often require supportive services in the form of transportation assistance,

purchase of equipment and supplies, assistance in securing housing, and child care. In addition they may need counseling to address issues related to substance abuse and or criminal convictions.

Dislocated Workers are anxious to return to work and require some assistance in adjusting to the loss of employment. Their training needs are targeted toward specific skill development to rapidly return to the world of work. Dislocated Workers frequently benefit from vocational counseling to identify their transferable skills and develop a plan to activate those skills.

Youth services target low income 14 to 21 year olds who face one or more of six challenges to successful workforce entry: school dropout; basic literacy skills deficient; homeless, runaway or foster child; pregnant or a parent; an offender; or needs help to complete an educational program or to ensure and hold a job. Youth are prepared for postsecondary educational opportunities or employment. Program activities include tutoring, study skills training and instructions; alternative school services; mentoring by adults; paid and unpaid work experience; occupational skills training; leadership development; and support services.

A lack of specific skill development and a limited knowledge of the world of work characterize the **Older Youth** worker. Older Youth are enthusiastic about work but often set unrealistic expectations about work. The skills necessary to be work ready are often undeveloped and as a consequence additional barriers are often created.

Older Youth require comprehensive training that results in skill development and possible credentials. Older Youth benefit from vocational counseling regarding the world of work, use of judgment and decision making skills.

The **Younger Youth** worker is focused on developing basic work maturity skills, creating an understanding of the world of work and developing appropriate universal work habits. Younger Youth often begin with unrealistic expectations that can be addressed through work experience opportunities. Training services target on development of work maturity skills including communication and problem solving skills. Younger Youth frequently benefit from a wide opportunity for vocational exploration. Through vocational exploration Younger Youth can practice the skills necessary to be a successful worker without significant risk of resources in a specific career direction.

Alaska Workforce Investment Office & Related Services

Alaska's Workforce Investment Office (AWIO) is the state's administrative entity for workforce development and, in coordination with the State Workforce Investment Board (AHRIC) and the Local Workforce Investment Boards (the Balance of State and Anchorage/Mat-Su Local Workforce Investment Boards), provides direct training, technical assistance and program oversight/grant management for statewide programs.

AWIO staff provides financial and other resources for **youth, adults and dislocated workers** for training and

other employment related activities provided for under Title I of the federal Workforce Investment Act. The office works directly with employers, labor organizations, community members, local workforce investment boards, the AHRIC and dislocated workers. AWIO's grant management staff allocates training funds, provides financial management, program reporting to federal entities, capacity building and technical assistance to the State Workforce Investment Area and Balance of State (BOS) and Anchorage/Mat-Su (MOA) Local Workforce Investment Areas.

The AWIO is also responsible for administering the Title I statewide **Dislocated Worker and Rapid Response** programs. The DWU provides an initial contact with employers and labor organizations when there are reductions in force or plant closings involving job losses of 50 or more individuals in the Anchorage/Mat-Su area, and for 35 or more individuals in the Balance of State. The DWU works directly with employers, labor organizations, community and municipal representatives, and service agencies. When requested, the DWU provides related financial assistance or technical assistance to the Local Workforce Investment Boards and their staff. The DWU also provides technical assistance and grant management to the WIA formula funded Dislocated Worker Program. Recent rapid response activities have occurred in response to Fort Greeley/Delta Junction layoffs, Alaska Marketplace layoffs, fisheries layoffs in the Aleutians and Kodiak Island Borough due to pollock fisheries closures and the layoff of mill workers,

stevedores and fishers in Metlakatla.

The AWIO coordinates statewide service and allocations to BOS and MOA WIBs for the **State Training and Employment Program (STEP)**. The primary purpose of the program is to reduce current and future claims against UI benefits by training those who face unemployment. The program is also charged with fostering growth of existing businesses and attracting new businesses to the state through development of a skilled workforce and lower employer UI costs. STEP is also charged with promoting local hire and easing the impacts of Alaska's economic fluctuations through training or retraining for new or emerging industries and technologies. The STEP program addresses these objectives through its support of eligible Alaskans as they pursue the necessary knowledge and skills for entry into targeted employment. Training may occur in a classroom or at a work site setting. It may address the needs of a specific industry experiencing rapid growth, or it may be customized to the needs of a particular employer. In the case of customized training, the employer must commit to hire participants successfully completing training.

The AWIO also provides oversight for the USDOL **Welfare-to-Work (WtW)** discretionary and state grants. Funds have been disbursed to the Division of Public Assistance (DPA) for grant distribution for welfare-to-work activities. The AWIO continues to ensure USDOL grant compliance and reporting of activities as facilitated by DPA.

The AWIO administers **Denali Commission** grant funds. The Denali Commission Training Fund's goals are effective training for rural residents in basic skills needed to obtain employment on Denali Commission infrastructure projects, improving skills of residents that lead to higher paying jobs, and promoting longer term employability and employment for rural residents.

State Workforce Investment Board (AHRIC)

We are a private/public leadership board that sets the policy framework for the development of Alaska's workforce.

AHRIC's Mission

The AHRIC requested and was granted "alternative entity" status under Section 111(e) of the WIA and was "grandfathered" into the new workforce development system. The 26-member council includes a private sector/business and industry majority and is housed with related employment, education, training and vocational rehabilitation programs recently consolidated in the Department of Labor & Workforce Development.

The council has an Executive Committee and four standing committees: the Employment & Placement Committee; the Evaluation and Assessment Committee; the Policy & Planning Committee, and the Workforce Readiness Committee. Both the Chair and Vice-Chair are members of the private sector majority and private sector members chair the committees. The council regularly invites members of partner organizations and interested members of the public to serve on ad hoc

committees. [The AHRIC roster is attached as Appendix A. An organizational chart is Appendix B.]

The AHRIC represents:

Consolidation. Replaced the Alaska Job Training Council, the Governor's Council on Vocational and Career Education and the Employment Security Advisory Council.

Public/Private Partnerships. Members include representatives of business and industry, the private sector, government, education, organized labor, Native organizations, and community-based organizations. Two business & industry members hold cross-memberships on the local workforce investment boards.

Employment Training & Education Programs: AHRIC oversees the planning, monitoring and evaluation process of all state or federally funded employment training and education programs.

Workforce Development: AHRIC promotes an integrated system of employment training and education programs, and services so that Alaskans have greater opportunities to acquire the necessary skills, knowledge and education for good jobs. The council recommends policy to the Legislature and the Governor on preparing Alaska's workforce for emerging jobs, technologies and industries.

AHRIC's strategic plan for workforce development includes:

Program Evaluation. The council evaluates and directs resources into effective and cost efficient programs that prepare people for work.

School-to-Careers. AHRIC participates with employers, education, labor, and community-based organizations to integrate academic and occupational learning leading to jobs and careers for Alaska's students.

Economic Development. The council promotes open dialogue between business, government and labor to promote economic development and jobs for Alaskans.

Access. AHRIC works to ensure greater access and opportunity to quality job training and employment services statewide, particularly to rural areas, economically disadvantaged citizens and Alaskans with disabilities.

Continuous Improvement. AHRIC advocates for and promotes continuous improvement of Alaska's workforce development system through employer involvement, evaluation, access and alignment of education and training programs. It also promotes continuous improvement of its own planning, oversight, evaluation and system coordination functions.

Goals and Benchmarks. The council maintains a regularly reviewed and updated strategic plan for job creation and job placement or work activity participation.

Welfare to Work. AHRIC plays a central role in efforts to move Alaskans from welfare to work.

AHRIC Priorities:

- Increased collaboration with Alaska Native Coalition for Employment and Training;
- Incumbent Workers plan;
- Customer Satisfaction standards;
- Unified Plan amendment process;
- Information Clearinghouse development.

Current AHRIC Initiatives:

- Workforce Development Conference 2002. Following the success of “WIA – The Alaska Employment (R)Evolution Conference,” the council is already planning its second annual conference. The 2001 conference brought together policymakers, workforce board members, field staff and business professionals to gather and obtain additional information and insight on the progress of workforce development programs and issues in the state and on a national level. We expect the 2002 conference to further enhance the collaboration of these partners and services to the workforce investment customers.
- Marketing. The AWIO hired a marketing specialist to develop a multi-media presentation to increase the public’s awareness of the workforce investment system in Alaska. In addition and to augment this effort, AWIO staff held an employers’ forum to increase awareness of available services. The AHRIC, in concert with AWIO, is

creating its own informational materials to be included in the workforce investment presentation. Additionally, AHRIC members are encouraged to speak to their constituencies, and an AHRIC PowerPoint presentation is kept updated for this purpose.

- Strategies for Improvement. The council has met twice with a nationally recognized board development specialist to review its operational practices, both as a board and as a state agency. With the help of an objective outside observer, the council has been able to identify problems and develop corrective actions so the focus of the council remains the continuous improvement of Alaska’s workforce investment system.

Local Workforce Investment Boards

In 1999, Governor Knowles issued Administrative Order 82, directing the AHRIC be designated the State Workforce Investment Board, as required by the Workforce Investment Act (WIA) of 1998 (PL105-220). The two local Service Delivery Areas became ”grandfathered” into the Local Workforce Investment Areas, and their administrative bodies became the Anchorage Mat/Su Workforce Investment Board and the Balance of State Workforce Investment Board. The Governor directed all mandated one-stop partners to develop agreements and understandings necessary to meet federal requirements.

support for life-long learning initiatives for the creation of a high performance workforce. The BOS-LWIB also makes and sets statewide policies in conjunction with the Alaska Human Resource Investment Council.

Balance of State-Local Workforce Investment Board (BOS-LWIB)

The WIA substantially changed the workforce development system through increased employer interaction on workforce investment boards and implementation of one-stop systems. Under the WIA, private employers must comprise a majority of each board and the chair must be elected from the private sector. In terms of both size and type of industry, workforce boards are representative of the employer mix in the workforce investment area. Working in conjunction with business members, board members also represent native organizations, education agencies, organized labor, economic development and community-based organizations, and employment and training agencies. [The BOS-LWIB Roster is attached as Appendix C. The organizational chart is attached as Appendix D.]

A key means by which the Local Workforce Investment Boards enhance workforce development systems is through the state's one-stop career system, the Alaska Job Center Network, which combines multiple federal, state and local program funds. Balance of State is comprised of all of Alaska (except Anchorage/Mat-Su region) and the BOS-LWIB provides policy and oversight to the job centers in that area. Oversight ensures the one-stop system is market-driven; easily accessible to any individual who wants or needs a job, education, or training; supplies well-trained people for all employers; and provides employers with assistance and

The BOS-LWIB currently meets the required business representation and has equitable representation for each region. All mandated AJCN partners are represented on the board, as is the Alaska Native Coalition on Employment and Training (ANCET), organized labor, community-based organizations, education, and social service agencies. The BOS-LWIB also encompasses a Youth Council that includes several members of the board, as well as representatives advocating youth issues throughout the state. The Youth Council is charged with overseeing youth services provided through the AJCN.

The BOS-LWIB submitted a five-year strategic plan to the U.S. Department of Labor, which provided guidance to the AJCN in the balance of state including one-stop and vendor certification requirements. The BOS-LWIB also entered into a Memorandum of Understanding with the AJCN-mandated partners, which designated the Employment Security Division as the One-Stop Operator, plus other agreed-upon one-stop system operation parameters.

The BOS-LWIB presently has three standing committees: Executive, One-Stop and the Youth Council. The Executive committee achieved the formulation and submission of the strategic 5-year plan, to define and promote the services available in the state's One-Stop job centers. The One-Stop committee has direct, monthly contact with the job centers and staff,

and actively promotes the primary BOS-LWIB priorities of common intake, common orientation and a common management information system. These three priorities have been promoted through adoption of several Memorandums of Understanding with state agencies to effect and carry out these one-stop mandates.

The BOS-LWIB has additionally set up a group of local advisory committees in the full-service job centers, consisting of employers, agency representatives and community members. Also, a MOU with the Alaska Native Coalition on Employment and Training details collaboration between BOS-LWIB and ANCET to share responsibility for a WIA rural conference for training rural agencies and tribal staff.

In coordination with the training programs, the BOS-LWIB has oversight for Title 1 disbursement-of-funds policies, such as determining the income eligibility criteria for clients, the definition of “self-sufficiency,” and providing policies to work collaboratively with other training programs. The training programs are moving toward “seamless,” universal service, by examples of collaboration from field offices.

BOS-LWIB Success Stories

Margaret Dillon, Accounting Technician II, Adult Program

Margaret Dillon always knew that she wanted to become an Accountant, and she tried to get some work experience in that field through various temporary office clerical positions before receiving formal training. When Margaret first contacted the Department of Labor Job



Training Programs she had a clear goal. She wanted to attend the Alaska Vocational Technical Center to enroll in the Business and Office Technology (BOT) program to gain her Accounting Clerk certification. She then wanted some real accounting work experience to help her fund and be prepared for entry into a degree program where she hopes to eventually become a Certified Public Accountant. Margaret is well on her way.

With the help of the Department of Labor Job Training program, she successfully completed the AVTEC BOT program with her Accounting Clerk certification and is now working as an Accounting Technician II for the Yukon-Kuskokwim Health Corporation in Bethel. She still dreams of becoming a CPA, and is making steady progress toward realizing that dream. Margaret, her partner Myron Fitka and young son Austin had all spent a year living and studying in Seward so that Margaret could begin her career in a field that she loves. Margaret's long-term goal is to live and work in the Yukon-Kuskokwim Delta, where she can raise her young son, and eventually hold the title of Certified Public Accountant.

Fred Lamont, Pilot Station, Commercial Pilot, Adult Program

Fred Lamont was a single parent of four young children, recently separated from his wife, unemployed and depending on public assistance to support his family. Originally from the small Lower-Yukon community of Pilot Station, he received his private pilot license in Sept. 1999, funded primarily through the Association of Village Council Presidents. Fred came to the Department of Labor Job Training Office looking for assistance to complete a commercial pilot license in Oct. 2000.



On July 13, 2001 he completed his commercial/instrumental license with help from the Department of Labor Job Training program and the Association of Village Council Presidents. His training began with Take Flight AK for his commercial and instrumental rating and his multi-engine landing rating course with Aerotech, both in Anchorage. Fred is currently living in Pitka's Point with his four children. On August 29, 2001 he became a co-pilot for Hageland Aviation based in St. Mary's. After six months flying with the Caravan, he will become a Captain of a Cessna 207.

Fred's current employment with Hageland Aviation is very promising and you can say his career is "taking off". Fred is now able to support his family without depending on public assistance, and is a visible role model for youth throughout the Delta.

Barbara Wasky, Accounting Clerk, Alaska Commercial Company, Youth Program



Barbara was hired under the Nome office's WIA Out of School Program in September 2000. In December 2000, Barbara was hired full-time as the store Accounting Clerk. In June of 2001 Barbara attained her GED through a cooperative arrangement with the Kawerak Inc.'s ABE program.

She continues to work for Alaska Commercial and plans to stay with this rural grocery chain for the foreseeable future. Store manager John Shipton stated "Without the WIA training program I wouldn't be able to afford to train potential employees." Ron Parker who runs the WIA Youth Programs for the Nome Regional Office states, "Coordination with partner agencies in the delivery of need services is critical to success for everyone. This is a classic example of a win-win situation. Everyone won! The youth participant, Alaska Commercial Company, Kawerak,

Inc. and our own office as well! That's effective use of federal training dollars."

The Anchorage/Mat-Su Local Workforce Investment Board

The Anchorage/Mat-Su Local Workforce Investment Board has 18 members. One-third is appointed by the Mayor of the Mat-Su Borough and the other two-thirds by the Mayor of the Municipality of Anchorage. [The Anchorage/Mat-Su LWIB roster is attached as Appendix E, and the organizational chart is attached as Appendix F.]

The Governor of Alaska "grandfathered" the Local Workforce Investment Board in the same configuration as the Anchorage/Mat-Su Private Industry Council. The Governor also reaffirmed the community of interest in workforce development matters between the two local governments and re-designated the Anchorage/Mat-Su Service Delivery Area as the Local Workforce Investment Area. These actions occurred in the year 2000 to coincide with the implementation of the Workforce Investment Act in Alaska.

There are four standing Councils, the Youth Council, Native Council, Adult and Education Council and One-Stop Council. These standing councils are appointed by the Chair of the Workforce Board and are populated by at least one member of the board and a number of other community/industry members.

The composition of the Councils was carefully developed. WIA required the expansion of local boards to include representation from a much broader community than did the JTPA. The

WIA also allowed for the grandfathering of Private Industry Councils, but required such boards to assure that the constituencies identified in the WIA were allowed a voice in WIB affairs. To that end, the WIB created the Councils and populated them with representatives missing from the board itself. The Councils are active and directly advise the Board on matters pertinent to their mission. The board always hears the recommendation of the affected council before it takes action on matters pertinent to them.

Board priorities include maintenance of a high quality, committed board membership; meaningful administration, oversight and management of the one stop career center system; maintenance and professional development of workforce division staff and management; responsiveness to the demands and needs of the labor market and job seekers; outreach to employers and partner agencies; recognition of the authority and autonomy of the local board in matters affecting workforce issues within the boundaries of the workforce area; development and improvement of the one-stop career center system within the workforce area; and improved relations with and education of the Alaska Legislature in all areas of workforce development with special emphasis on the maintenance and improvement of the State Training and Employment Program's policies and procedures.

The Anchorage/Mat-Su Local Workforce Investment Board has several current initiatives, including:

- The One Stop Staff Training Academy enters its second year with

four academies completed within the first year of implementation. The Academy will continue through this fiscal year to bring cross training to front-line staff in each of the area's one-stop centers.

- Completion of the high-tech skill shortage training grant program.
- Winning an H1-B health care skill shortage grant.
- Completion of one stop cost allocation and resource sharing agreement.
- Revision of the five year strategic plan.
- Revision of the Consortium Agreement and a greater role for the Matanuska-Susitna Borough in the expansion and delivery of employment and training services within its geographic area.
- Contracting for supportive services to the Local Board and its many committees and councils.

The Anchorage/Mat-Su LWIB has identified several strategies for improvement:

- Additional training for members of the board.
- Better use of the committees and councils to develop action items for the board's approval.
- Full utilization of the Management Information System to review and analyze performance.
- Better understanding of financial status and reports for program improvement.
- Maintenance and improvement of cooperative and collaborative relationship with State Workforce Board.
- Faster, more efficient processing of grant documents.

Success Stories

With the final implementation of the new management information system, the board is better able to track the performance of the workforce division. Getting this system on-line was difficult and the board looks forward to the ability to pull up specialized reports in order to help make necessary management decisions.

A single, comprehensive One Stop was designated for Muldoon in the local area. It has always been the hope that every center would be comprehensive, but the designation of the Muldoon Center as the comprehensive one-stop helped the board narrow issues and do productive work on the cost allocation and resource sharing issues.

The One Stop Academy has been a great success. Over 100 front-line staff were cross-trained during the first four sessions and now have a solid idea of services available from their one-stop partners. The Academy has gained notice from federal staff and the trainers will present their success stories in several national conference workshops.

The US Department of Labor selected the H1-B High Tech Skills Shortage Grant for "best practices" review. Of the 42 existing projects under H1-B, only six were selected for review. This project was the first stop for the review team, and it will write up its best practices report for the benefit of all national grantees and potential grantees.

Coordination & Collaboration

- One-Stops – The board has oversight for the one-stop career centers in its area. It appointed an operator's

consortium that includes representatives from Workforce Investment Act, Public Assistance, Vocational Rehabilitation, Employment Services and Adult Basic Education/Welfare to Work programs. The consortium coordinates regularly with site partners, private sector employers and the board. Where possible, local area one-stop issues and solutions are shared with the Balance of State coordinating council and the Balance of State workforce program.

- Business & Industry. The board itself is more than 51% private industry and business. In July 2001, the board hosted a special meeting for local business, legislators and the public partners. A national trainer attended the session and presented a program on the role of public officials, the business and the public sector in the new Workforce Investment Act era. All members of the board are connected to the business and industry communities through their cross-membership in industry and business associations.
- Training Programs. The board is one of the training providers' biggest customers. The training providers regularly come to board meetings and contact board members with their questions and requests for assistance. Board members carry these questions to the whole board for resolution. Many of the training providers are confused about the Eligible Training Provider list and will be given special technical assistance when the final policies are in place.
- State Workforce Investment Board – The local board has sent representatives to four state board meetings and workshops over the last year. Additionally, two members of the local board are cross-members to the state board. The chair of the Local Board attends teleconferences, and the manager of the Workforce Development Division participates in work and task groups initiated by the state board. The Executive Director of the state board communicates frequently with the local chair and workforce division manager when immediate feedback is required.

Coordination between Systems

Labor Demand & Supply

For years, Alaska's resource-based economy was able to provide high-paying jobs to workers with only a high school education. But traditional sources of high-wage/low-skill work have limited growth prospects. The challenge of Alaska's workforce investment system is to identify the high-wage jobs of the future and ensure that Alaskans have the skills those occupations require.

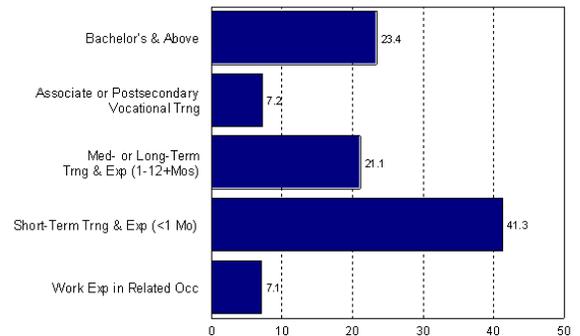
The results of Alaska's most recent long-term occupational forecast, for the 1998-2008 period, indicate that although jobs will continue to be available at all levels of educational attainment, trends favor jobs requiring more education or training. Research done by Alaska's Department of Labor and Workforce Development, Research & Analysis section, show that one quarter of the "new" jobs – jobs that will be created due to growth in the economy – will require a bachelor's degree or above.

Over a quarter of new jobs will require specialized training ranging from medium term to an associate degree or postsecondary vocational training. About 41 percent of the new jobs, usually low paying, will require less than one month's training and experience.

Occupational growth will be very concentrated. Fifteen out of the more than 450 detailed occupations are projected to account for 32 percent of total employment growth over the forecast period. Eight of these high-growth occupations (based on numerical change) are found in the service industry

sector and are on the middle or lower end of the skill spectrum.

New Jobs by Level of Required Education
(Projected 1998 - 2008)



Source: Alaska Department of Labor & Workforce Development, Research and Analysis Section

Driven by economic growth, Alaska's fast-growing occupations (based on percentage change) will provide excellent employment opportunities. In general, the occupations with high growth rates will require higher skill levels than those occupations with high numeric increases. **Of the 15 fastest-growing occupations, ten are associated with health services, three with computer technology and two with the transportation/visitor industries.**

In an effort to identify Alaska's good jobs, Alaska DOL targeted occupations based on anticipated employment opportunity and desirable earning potential. Based on the 1998 – 2008 occupational projections, "hot occupations" are defined as those with a higher than average projected growth rate combined with a higher than average estimated wage. Although many industries are represented in the occupations on the full "hot

occupations” list, careers in health care services, transportation, education, engineering and business services dominate the list.

Economy, Education & Workforce

Using the “hot occupations” information, the AHRIC has been able to select key industries to determine their current and future workforce needs and identify gaps in the state and local capacity to meet those needs. Industry employers have been brought together with training providers to customize training for their particular industry.

Early efforts focused on the health industry, which then convened their own workforce development consortium. An industry group composed of oil, gas, mining and utility “process” industries got together and formed Alaska Process Industry Careers Consortium. Both industry groups have worked successfully with the University of Alaska and other training providers to customize training for their industries. Transportation was also identified as a high wage, high opportunity industry and an AHRIC-sponsored workforce forum brought together players across the industry and resulted in a transportation industry business learning consortium. The consortium found immediate success with their first annual transportation jobs fair.

Alaska had similar success in the technology industry. The Information Technology Careers Consortium (ITCC) was the result of a team effort between the Alaska Science and Technology Foundation, AHRIC, University of Alaska, Alaska Vocational Technical Center and private training providers. ITCC offers both fellowships and

internships and developed an information technology career pathway curriculum, working with the Matanuska-Susitna School District. They’ve also obtained a USDOL grant to train IT workers.



State Economist Neal Fried at Health Care Industry Forum

Solid, up-to-date occupational information is critical to the success of the workforce investment system, and there is regular communication between the Department of Labor’s Research & Analysis Section, the AWIO, and the State and Local WIBs. The AHRIC schedules occupational and economic presentations at each council meeting and workforce development conference.

Rural Workforce: Special Populations

The WIA places Title I employment and job training service as its core. The Act provides program's flexibility to improve special population service with partners in the workforce system or as individual programs. This is critical because all programs must remain in compliance with federal and state rules. Special

populations and other group services are evaluated as part of overall system performance. The SWIB, LWIBs and Youth Policy Councils provide broad leadership for strategic development.

Special Populations program strategies are developed by the responsible program staff and the appropriate federal-state designated leadership board. These strategies are developed through a public process that provides opportunities for interested parties to interact with program administrators and public policy boards.

Alaska's Workforce Investment Boards recognize the efforts of Alaska Native organizations to provide a full range of services to our mutual clients in communities across the state, as well as efforts at assisting Alaska Native welfare recipients in making the transition from welfare to self-sufficiency. Many state agencies and Alaska Native workforce grantees have already embraced WIA concepts.

The Alaska Native Coalition of Employment and Training (ANCET)

is a coalition of non-profit organizations that receives federal grants to provide services to Alaska Natives. It is a requirement of the Workforce Investment Act that the Local Board enter in to an agreement with the 12 WIA mandated partner agencies, of which ANCET represents one mandated partner: the Alaska Native grantee.

In recognition that those services are an important component in rural service provision, the Balance Of State (BOS) LWIB participated in multiple meetings over the last year to ensure the Memorandum of Understanding required

between the BOS LWIB and the Alaska Native grantee partners was supported by all parties. Those meetings included the Balance of State Workforce Investment Board Chair, the Alaska Department of Labor and Workforce Development Commissioner, AKDOL Employment Security Division Deputy Director, AKDOL Employment Security Division Assistant Deputy Director and various staff. Discussions focused on the state's One Stop service delivery area and how it translates into rural services, universality of service, technical needs, sharing resources and information, and ensuring access to rural clients.

As a result, Alaska Native grantees participate as partners in the Alaska Job Center Network through a negotiated memorandum of understanding (MOU) with the state and LWIBs. This MOU stipulates how the state and Alaska Native organizations will work together to provide services and expand access for services to remote communities through mutual networks, staff and Alaska's one-stop systems.

The top concerns of the Alaska Native grantees provided to the SWIB were :

- direct involvement as one-stop partners
- improving universal access for services
- program integration with Alaska Native workforce grantees.

Fourteen specific recommendations were provided to the SWIB and agreement was reached on these points between the state, ANCET and LWIBs.

The Governor has directed that representatives of local area Native

Organizations have designated seats on LWIBs. ANCET has a designated seat on the SWIB, and an ad-hoc committee involving all ANCET members has been established by the AHRIC to assist with continued advice and information about the needs of Alaska Native people.

WIA Discretionary Programs, State Initiatives, Special Projects

Alaska's 15% Set-aside Fund for Title 1

Program Reporting - Alaska's integrated reporting system was developed and deployed to collect and report required federal data on WIA participants and program performance. This new system is now fully deployed and operational across the state's job training programs.

Capacity Building - At the direction of the Alaska Human Resource Investment Council funds were expended in the development of a comprehensive statewide marketing plan. The goal of the plan was three-fold: to create general awareness and understanding about Alaska's Workforce Investment System; to provide reliable and flexible marketing tools for board members, and to communicate the on going needs of the system with policy and decision-makers.

Operation Renew Hope (BOSWIB only) - In the face of massive lay-off and a disaster declaration by the Governor, the statewide activities funds provided training relief to areas with high concentrations of youth affected by the fishing disaster.

Staff and One-Stop Development - Alaska's first ever Workforce Investment Act conference provided training to over 450 workforce and one-stop personnel across the state. The conference met the needs of policy makers, program operators and frontline staff through a series of targeted breakout sessions.

Technical Assistance - in this first year of WIA implementation the state's WIA administrator was able to provide direct support to local area personnel working to solve problems related to implementation of WIA. Some of the concerns over come included cost allocation, development of MOU's and development of the state's eligible training provider list.

Annual Review of State Job Training & Vocational Education Program Performance (Evaluation Report)

In partnership with the Department of Labor's Research and Analysis Section, the AHRIC has produced and delivered to the Governor and Legislature three annual program performance evaluation reports of state-funded workforce development programs.

WorkStar

WorkStar is a business-led initiative created by Governor Knowles to connect welfare reform and Alaska's private sector employers through recognition, outreach, and direct communication. The program is coordinated through the AHRIC and is guided by their Employment & Placement Committee.

WorkStar recognizes outstanding employees who have transitioned from welfare to employment. It also recognizes employers whose exemplary efforts successfully move people from welfare rolls to payrolls. WorkStar Award recipients are encouraged to help other businesses become involved in welfare-to-work efforts.

Statewide job fairs are one of WorkStar's most visible outreach activities. WorkStar hosted three job fairs and was actively involved in the planning, organization, and support of several others. Job fairs give public assistance clients and other job seekers the opportunity to meet face-to-face with employers in an informal environment. Businesses who participate also have the opportunity to meet with the WorkStar coordinator to learn more about Alaska's Welfare to Work efforts and the benefits of hiring someone who is receiving temporary assistance.

Among its many goals for the upcoming year, WorkStar plans to engage more small businesses in welfare to work efforts. A quarterly newsletter highlighting success stories, tax incentives, and other helpful information will supplement these efforts. A toll free number is available to assist employers statewide in hiring an individual who is receiving temporary assistance.

Blueprint for Vocational Education

The AHRIC developed a statewide Plan, Alaska's Future Workforce Strategic Policies and Investment Blueprint, for a coordinated and effective technical and vocational education training system. It identifies ways for agencies operating programs to share resources, instructors, and curricula through collaboration with other public and private entities to increase training opportunities and reduce costs.

Clearinghouse

To implement some of the recommendations contained in the

Blueprint, the AHRIC is working with US Senator Ted Stevens to establish a vocational-technical information clearinghouse. The clearinghouse is envisioned as a repository of pertinent information regarding plans and programs, grants and funding, educators and trainers, standards and certifications, evaluations and recommendations, and legislation and regulations. It would provide professional development, technical assistance and capacity-building services for development or expansion of Alaska's workforce development system. Ideally, it would also establish an advisory state program and budget review process to promote alignment of secondary and post-secondary workforce development education and training.

Regional Vocational-Technical Training Centers

The AHRIC has worked closely with Senator Stevens to establish and fund regional vocational-technical training centers for secondary-postsecondary education.

Business Learning Consortiums

As described earlier in the report, the AHRIC began and continues to sponsor individual industry workforce forums to bring together businesses, educators and workforce investment agencies to identify gaps in workforce supply and demand. Often, these forums lead to business consortiums where particular industries can stay abreast of workforce needs and gaps, define training needs and communicate those needs to the state and local workforce investment boards, and develop and promote pathways to careers in their industry.

SECTION TWO

Analysis and Assumptions:

In this first year of WIA implementation in Alaska, a number of participants were carried over from JTPA to the WIA program. These carried over participants are not reflected in the cost per participant analysis relative to registered participants. By the decision to register a participant it is assumed that some level of service, beyond self-service core A benefits, is derived to the participant. Many of these participants engage in services leading to employment for some period of time. Under the Job Training Partnership Act, the focus of the program centered upon providing services to participants and exiting them at the first opportunity.

Under the Workforce Investment Act, the focus shifts to one of career development. Under a career development focus a participant registers, receives some combination of services, is assisted with employment and followed up on for at least twelve months. The nature of this model is to extend the period of time and the relationship with the service provider and program. As a result of this extended relationship, fewer new participants are enrolled subject to the capacity of the program.

The same is true for entered employment rate. With the emphasis on securing and maintaining employment, fewer decisions are made to identify participants as employed until sufficient services and supports are provided to ensure the longevity of the employment. The net result is a high cost effectiveness ratio for entered employment. However, we would assume that the security of these placements is higher given the long-term follow up and the sufficient combination of services to ensure placement.

As service providers, case managers and program managers gain a stronger understanding of the strategies available under WIA, we would expect the per participant cost and the entered employment cost to decline. Further, we would then monitor the long-term outcome of placements through a cost-effective analysis of the retention rate. With the retention rate we would expect high cost per relative to retention, but would expect this to decline dramatically subject to the long term follow up provided by providers and case managers. However, it is not appropriate at this time to analyze the cost-effectiveness of retention, as the majority of participants in this phase of service are former JTPA participants. Second, the limited duration of WIA thus far impedes our ability to assess a sufficient number of WIA registrants to make any kind of analysis relevant. We would look to provide this information in the future.

Overall, we are pleased with the implementation of the WIA and expect long term improvement in the job training programs. WIA's ability to leverage the strengths of partner agencies will contribute to improved performance throughout the workforce development system. With Alaska's emphasis on high wage, high demand occupations we expect to continuous improvement in our services and customer satisfaction.

**STATE OF ALASKA, WIA
FINANCIAL STATEMENT**

Operating Results PY 00	Available	Expended	Pct.	Balance Remaining
Total all Funds Sources	\$15,467,008	\$8,873,425	57%	\$6,593,583
Adult Program Funds	\$2,915,441	\$2,162,906	74%	\$752,535
Dislocated Worker Program Funds	\$4,189,942	\$2,315,688	55%	\$1,874,254
Youth Program Funds	\$3,162,314	\$1,683,021	53%	\$1,479,293
Out-of-School Youth	\$1,065,928	\$832,392	78%	\$233,536
In- School Youth	\$2,096,386	\$850,629	41%	\$1,245,757
Summer Employment Opportunities	\$172,950	\$172,950	100%	\$0
Local Administration Funds	\$1,140,884	\$893,678	78%	\$247,206
Rapid Response Funds	\$1,679,986	\$238,551	14%	\$1,441,435
Statewide Activity Funds	\$2,378,441	\$1,579,581	66%	\$798,860

Cost-Effectiveness Ratio Registered Participants	Participant s	Costs	C-E Ratio
Total all Funds Sources	2,368	\$6,161,615	\$2,602
Adult Program	809	\$2,162,906	\$2,674
Dislocated Worker Program	698	\$2,315,688	\$3,318
Youth Program Funds	861	\$1,683,021	\$1,955

Cost-Effectiveness Ratio Entered Employment	Participant s	Costs	C-E Ratio
Total all Funds Sources	706	\$6,161,615	\$8,728
Adult Program	283	\$2,162,906	\$7,643
Dislocated Worker Program	370	\$2,315,688	\$6,259
Youth Program Funds	53	\$1,683,021	\$31,755

Cost-Effectiveness Ratio Six Month Retention	Participant s	Costs	C-E Ratio
Total all Funds Sources	322	\$6,161,615	\$19,135
Adult Program	140	\$2,162,906	\$15,449
Dislocated Worker Program	150	\$2,315,688	\$15,438
Youth Program Funds	32	\$1,683,021	\$52,594

*STATE OF ALASKA
WORKFORCE INVESTMENT ACT TITLE 1-B ANNUAL REPORT*

Agy/PO: 00-00 State of Alaska

ETA Assigned #: 02000

TABLE A - WIA Customer Satisfaction Results

CUSTOMER SATISFACTION	ACTUAL		NUMBER OF CUSTOMERS COMPLETED SURVEYED	NUMBER OF CUSTOMERS ELIGIBLE FOR THE SURVEY	NUMBER OF CUSTOMERS INCLUDED IN THE SAMPLE	RESPONSE RATE
	NEGOTIATED PERFORMANCE LEVEL	PERFORMANCE LEVEL ----- AMERICAN CUSTOMER SATISFACTION INDEX				
1. PROGRAM PARTICIPANTS	68.0	80.1	33	676	676	33%
2. EMPLOYERS	66.0	88.9	1	100	100	1%

DATE RANGES USED IN CALCULATING REPORT ITEMS

Total Participants, Total Exiters, Customer Satisfaction,
Youth Diploma or Equivalent Rate, and Skill Attainment Rate: 07/01/2000 - 06/30/2001

Entered Employment Rate, Credential & Employment Rate,
Six Month Retention Rate, Six Mo Earnings Change/Replacement Rate,
Placement into Non-Trad Employment, Training Related Employment,
and Wages at Entry Into Employment: 10/01/1999 - 09/30/2000

Twelve Month Retention Rate, Twelve Month Earnings Change,
and Twelve Month Earnings Replacement Rate: 10/01/1998 - 09/30/1999

Note: Employer customer satisfaction survey results do not included data for Employment Service related activities (e.g. job orders). Employer Surveys here involve specific WIA Training (OJT, Customized Training, etc).

TABLE B - Adult Program Results At-A-Glance

PERFORMANCE ITEMS	NEGOTIATED	ACTUAL		
	PERFORMANCE	PERFORMANCE	NUMERATOR	DENOMINATOR
1. Entered Employment Rate	64.0	55.8	283	507
2. Employment Retention Rate	76.0	77.2	315	408
3. Earnings Change in 6 Months	4000	4213	901615	214
4. Employment & Credential Rate	50.0	65.1	71	109

TABLE C - Outcomes for Adult Special Populations

REPORTED INFORMATION	PUBLIC	Num	VETERAN	Num	INDIV WITH	Num	OLDER	Num
	ASSISTANCE	Den		Den	DISABILITIES	Den	INDIVIDUALS	Den
1. Entered Employment	51.4	91	47.5	29	45.5	65	48.6	17
		177		61				143
2. Empl Retention Rate	83.1	103	81.0	34	68.1	62	61.9	13
		124		42				91
3. Earnings Change in 6	4522	266817	5611	140286	2434	111961	-3096	-21673
		59		25				46
4. Empl & Credential Rate	63.6	28	60.0	6	44.0	11	100.0	1
		44		10				25

TABLE D - Other Outcome Information for the Adult Program

REPORTED INFORMATION	RECEIVED	Num	ONLY CORE AND/OR	Num
	TRAINING SERVICES	Den	INTENSIVE SERVICES	Den

1. Entered Employment Rate	59.4	211	47.4	72
		355		152
2. Employment Retention Rate	79.4	246	70.4	69
		310		98
3. Earnings Change in 6 Months	5140	704142	2565	197473
		137		77
4. Employment & Credential Rate	65.1	71	0.0	0
		109		0

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

PERFORMANCE ITEMS	NEGOTIATED	ACTUAL	NUMERATOR	DENOMINATOR
	PERFORMANCE	PERFORMANCE		
1. Entered Employment Rate	65.0	64.9	455	701
2. Employment Retention Rate	83.0	80.0	364	455
3. Earnings Replacement 6 Mo	92.0	139.2	1617256	1161573
4. Employment & Credential Rate	50.0	44.0	33	75

TABLE F - Outcomes for Dislocated Worker Special Populations

REPORTED INFORMATION	VETERAN	Num	INDIV WITH	Num	OLDER	Num	DISPLACED	Num
		Den	DISABILIES	Den	INDIVIDUALS	Den	HOMEMAKER	Den
1. Entered Employment	50.5	55	59.1	65	50.8	33	66.7	36
		109		110		65		54
2. Empl Retention Rate	72.7	40	66.2	43	81.8	27	77.8	28
		55		65		33		36
3. Earnings Replacmnt 6	115.4	202543	132.7	47593	106.3	135846	98.6	15170
		175490		35866		127847		15393
4. Empl & Credential Rate	9.1	1	21.4	3	0.0	0	57.1	8
		11		14		6		14

TABLE G - Other Outcome Information for the Dislocated Worker Program

REPORTED INFORMATION	RECEIVED	Num	ONLY CORE AND/OR	Num
	TRAINING SERVICES	Den	INTENSIVE SERVICES	Den

1. Entered Employment Rate	64.8	331	65.3	124
		511		190
2. Employment Retention Rate	78.5	260	83.9	104
		331		124
3. Earnings Replacement Rate 6 Mo	171.5	644346	123.8	972910
		375819		785754
4. Employment & Credential Rate	47.1	32	0	0
		68		0

TABLE H - Older Youth Results At-A-Glance

PERFORMANCE ITEMS	NEGOTIATED	ACTUAL	
	PERFORMANCE	PERFORMANCE	NUMERATOR DENOMINATOR
1. Entered Employment Rate	63.0	62.4	53 85
2. Employment Retention Rate	60.0	72.7	56 77
3. Earnings Change in 6 Months	2400	3122	134253 43
4. Credential Rate	40.0	15.1	19 126

TABLE I - Outcomes for Older Youth Special Populations

REPORTED INFORMATION	PUBLIC	Num	VETERAN	Num	INDIV WITH	Num	OUT-OF-SCHL	Num
	ASSISTANCE	Den		Den	DISABILITIES	Den	YOUTH	Den
1. Entered Employment	65.2	15	0.0	0	44.4	4	65.8	48
		23		0		9		73
2. Empl Retention Rate	52.9	9	0.0	0	57.1	4	71.4	35
		17		0		7		49
3. Earnings Change in 6	2109	18977	0	0	2569	10275	3173	85684
		9		0		4		27
4. Empl & Credential Rate	10.0	3	0.0	0	12.5	2	10.4	8
		30		1		16		77

TABLE J - Younger Youth Results At-A-Glance

PERFORMANCE ITEMS	NEGOTIATED	ACTUAL	NUMERATOR	DENOMINATOR
	PERFORMANCE	PERFORMANCE		
1. Skill Attainment Rate	72.0	84.5	547	647
2. Diploma or Equiv Attainment Rate	55.0	33.9	74	218
3. Retention Rate	54.0	43.4	126	290

TABLE K - Outcomes for Younger Youth Special Populations

REPORTED INFORMATION	PUBLIC	Num	INDIV WITH	Num	OUT-OF-SCHL	Num
	ASSISTANCE	Den	DISABILITIES	Den	YOUTH	Den
1. Skill Attainment Rate	52.9	9	68.4	13	15.4	2
		17		19		13
2. Diploma or Equiv Rate	8.7	2	20.6	7	56.7	59
		23		34		104
3. Retention Rate	52.0	13	37.5	18	49.7	73
		25		48		147

TABLE L - Other Reported Information

PROGRAM	12 MONTH EMPLOYMENT RETENTION RATE	12 MONTH EARNINGS CHANGE / REPLACEMENT RATE (DW)	PLACEMENTS FOR PARTIC IN NONTRAD EMPLOYMENT	WAGES AT ENTRY		ENTRY INTO	
				INTO EMPLOYMENT FOR THOSE WHO ENTER UNSUBSID EMPLOYMENT	UNSUBSIDIZED EMPLOYMENT RELATED TO TRAINING		
1. Adults	50.0	1 11995 11995	2.0	10 3670	785311	73.8	45
		2 1		507	214		61
2. Dislocated Workers	100.0	3 0.0 0	2.7	19 7729	973863	64.7	33
		3 0		701	126		51
3. Older Youth	0.0	0 0 0	1.2	1 2768	119044		
		2 0		85	43		

TABLE M - Participation Levels

PROGRAM	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
1. Adults	809	237
2. Dislocated Workers	698	200
3. Older Youth (Age 19-21)	93	38
4. Younger Youth (Age 14-18)	768	239

TABLE N - Cost of Program Activities

PROGRAM ACTIVITY	TOTAL FEDERAL SPENDING
1. Local Adults	<u>\$1,611,101</u>
2. Local Dislocated Workers	<u>\$1,754,515</u>
3. Local Youth	<u>\$1,001,381</u>
4. Rapid response (up to 25%) 134(a)(2)(A)	<u>\$ 239,351</u>
5. Statewide Required (up to 15%) 134(a)(2)(B)	<u>\$1,155,390</u>
----- Statewide Allowable Activities 134(a)(3) Description -----	
----- _____	_____
_____	_____
_____	_____
_____	_____
Total of All Federal Spending Listed Above	<u>\$5,761,738</u>

TABLE O - Local Performance

1. TOTAL PARTICIPANTS SERVED

a) Adults	282
b) Dislocated Workers	143
c) Older Youth 19-21	11
d) Younger Youth 14-18	291

2. TOTAL EXITERS

a) Adults	60
b) Dislocated Workers	43
c) Older Youth 19-21	7
d) Younger Youth 14-18	96

	NEGOTIATED	ACTUAL		
PERFORMANCE ITEMS/PROGRAMS	PERFORMANCE	PERFORMANCE	NUMERATOR	DENOMINATOR

3. CUSTOMER SATISFACTION

a) Customer Satisfaction - Participants	68.0	100.0		
b) Customer Satisfaction - Employers	66.0	0.0		

4. ENTERED EMPLOYMENT RATE

a) Adults	64.0	53.0	98	185
b) Dislocated Workers	65.0	78.8	89	113
c) Older Youth 19-21	63.0	61.9	13	21

5. RETENTION RATE (6 MONTHS)

a) Adults	76.0	78.9	101	128
b) Dislocated Workers	83.0	89.9	80	89
c) Older Youth 19-21	60.0	88.9	16	18

d) Younger Youth 14-18 54.0 45.8 55 120

6. EARNINGS CHANGE/REPLACEMENT RATE 6 MONTHS

a) Adults 4000 6499 376941 58

b) Dislocated Workers 92.0 185.7 256483 138116

c) Older Youth 19-21 2400 7541 60331 8

7. CREDENTIAL/DIPLOMA RATE

a) Adults 50.0 71.4 45 63

b) Dislocated Workers 50.0 68.2 15 22

c) Older Youth 19-21 50.0 35.7 10 28

d) Younger Youth 14-18 55.0 58.9 56 95

8. SKILL ATTAINMENT RATE

a) Younger Youth 14-18 72.0 91.6 174 190

9. DESCRIPTION OF OTHER STATE PERFORMANCE INDICATORS

a. _____

b. _____

OVERALL STATUS OF LOCAL PERFORMANCE

NOT MET MET EXCEEDED

TABLE O - Local Performance

1. TOTAL PARTICIPANTS SERVED

a) Adults	527
b) Dislocated Workers	555
c) Older Youth 19-21	82
d) Younger Youth 14-18	477

2. TOTAL EXITERS

a) Adults	177
b) Dislocated Workers	157
c) Older Youth 19-21	31
d) Younger Youth 14-18	143

PERFORMANCE ITEMS/PROGRAMS	NEGOTIATED	ACTUAL	
	PERFORMANCE	PERFORMANCE	NUMERATOR DENOMINATOR

3. CUSTOMER SATISFACTION

a) Customer Satisfaction - Participants	68.0	79.8		
b) Customer Satisfaction - Employers	66.0	88.9		

4. ENTERED EMPLOYMENT RATE

a) Adults	64.0	57.5	185	322
b) Dislocated Workers	65.0	62.2	366	588
c) Older Youth 19-21	63.0	62.5	40	64

5. RETENTION RATE (6 MONTHS)

a) Adults	76.0	76.4	214	280
b) Dislocated Workers	83.0	77.6	284	366
c) Older Youth 19-21	60.0	67.8	40	59
d) Younger Youth 14-18	54.0	41.8	71	170

6. EARNINGS CHANGE/REPLACEMENT RATE 6 MONTHS

a) Adults	4000	3363	524674	156
b) Dislocated Workers	92.0	133.0	1360773	1023457
c) Older Youth 19-21	2000	2112	73922	35

7. CREDENTIAL/DIPLOMA RATE

a) Adults	50.0	56.5	26	46
b) Dislocated Workers	50.0	34.0	18	53
c) Older Youth 19-21	50.0	9.2	9	98
d) Younger Youth 14-18	55.0	14.6	18	123

8. SKILL ATTAINMENT RATE

a) Younger Youth 14-18	72.0	81.6	373	457
------------------------	------	------	-----	-----

9. DESCRIPTION OF OTHER STATE PERFORMANCE INDICATORS

a. _____

b. _____

OVERALL STATUS OF LOCAL PERFORMANCE NOT MET MET EXCEEDED

APPENDIX A

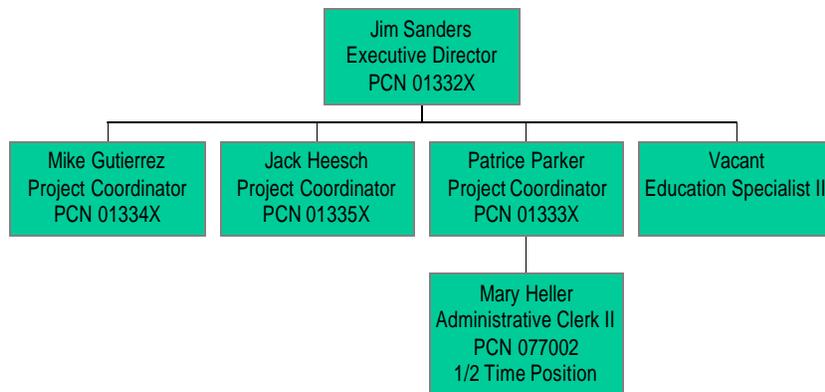
AHRIC ROSTER

Name (Term Expiration)	Organization	Phone	E-mail
Lt. Governor Fran Ulmer	Lieutenant Governor	465-3520	fran_ulmer@gov.state.ak.us
Commissioner Ed Flanagan	Commissioner, Dept. of Labor & Workforce Development	465-2700	ed_flanagan@labor.state.ak.us
Commissioner Shirley Holloway	Commissioner, Dept. of Education & Early Development	269-4610	shirley_holloway@eed.state.ak.us
Commissioner Jay Livey	Commissioner, Dept. of Health & Social Services	465-3030	jay_livey@health.state.ak.us
Commissioner Debby Sedwick	Commissioner, Dept. of Community & Economic Development	269-8100	debby_sedwick@dced.state.ak.us
Clark "Click" Bishop (10/13/02)	JATC Coord., Operating Engineers L.U. 302	456-5421	akopeng@gci.net
Gary Brooks (10/13/01)	Business Manager, IBEW L. U. #1547	272-1547	IBEW1547@ptialaska.net
Fred Esposito (10/13/02)	Director, AK Vocational Technical Center	224-3322, 224-4159	fred_esposito@eed.state.ak.us
Kristen Forrester (10/13/01)	Mat-Su Borough School District	746-9238	kforrester@msb.mat-su.k12.ak.us
Duane French (10/13/04)	Director, DOLWD Div. of Vocational Rehabilitation	269-3570	duane_french@labor.state.ak.us
Alice Galvin, Ed.D. Chair (10/13/04)	Adviser in Organizational Dev., BP Exploration	564-5358	galvinaj@bp.com
JoAnn Henderson Past Chair (10/13/03)	Executive Director, SE Regional Resource Center	586-6806	joannah@serrc.org
Kay Hoch (10/13/03)	Owner Matrix Jewelers	452-5939	matrixx@alaska.net
Linda Hulbert Vice Chair (10/13/04)	Sales Agent, NY Life Insurance/Fairbanks PIC	452-4400	lhulbert@gci.net
Jo Ann C. McDowell (10/13/04)	Pres., Prince William Sound Community. College	834-1612	vnjcm@uaa.alaska.edu
Sharon G. Olsen (10/13/03)	Director of Employment & Training, CCTHITA	463-7314	solsen@CCTHITA.org
Wendy Redman (10/13/05)	Vice President, University Relations, Univ. of Alaska	474-7390	wendy.redman@alaska.edu
Sarah Scanlan (10/13/01)	Consultant, Education & Workforce Development	345-6793	sarahscanlan@hotmail.com
Barbara Stallone (11/14/01)	Sr. Personnel Rep., Federal Express - Alaska	249-3184	bastallone@fedex.com
Tim Sunday (10/13/04)	Teamster's Union Local 959	586-3225	tsunday@akteamsters.net
Colleen Ward (10/13/02)	Owner XCEL	283-6007	xcel@alaska.com
J.C. Wingfield (10/13/03)	Business Mgr, Plumbers & Pipefitters Local 375	479-6221	local375@alaska.com

APPENDIX B

Alaska Human Resource Investment Council

AHRIC Staff Organization



APPENDIX C

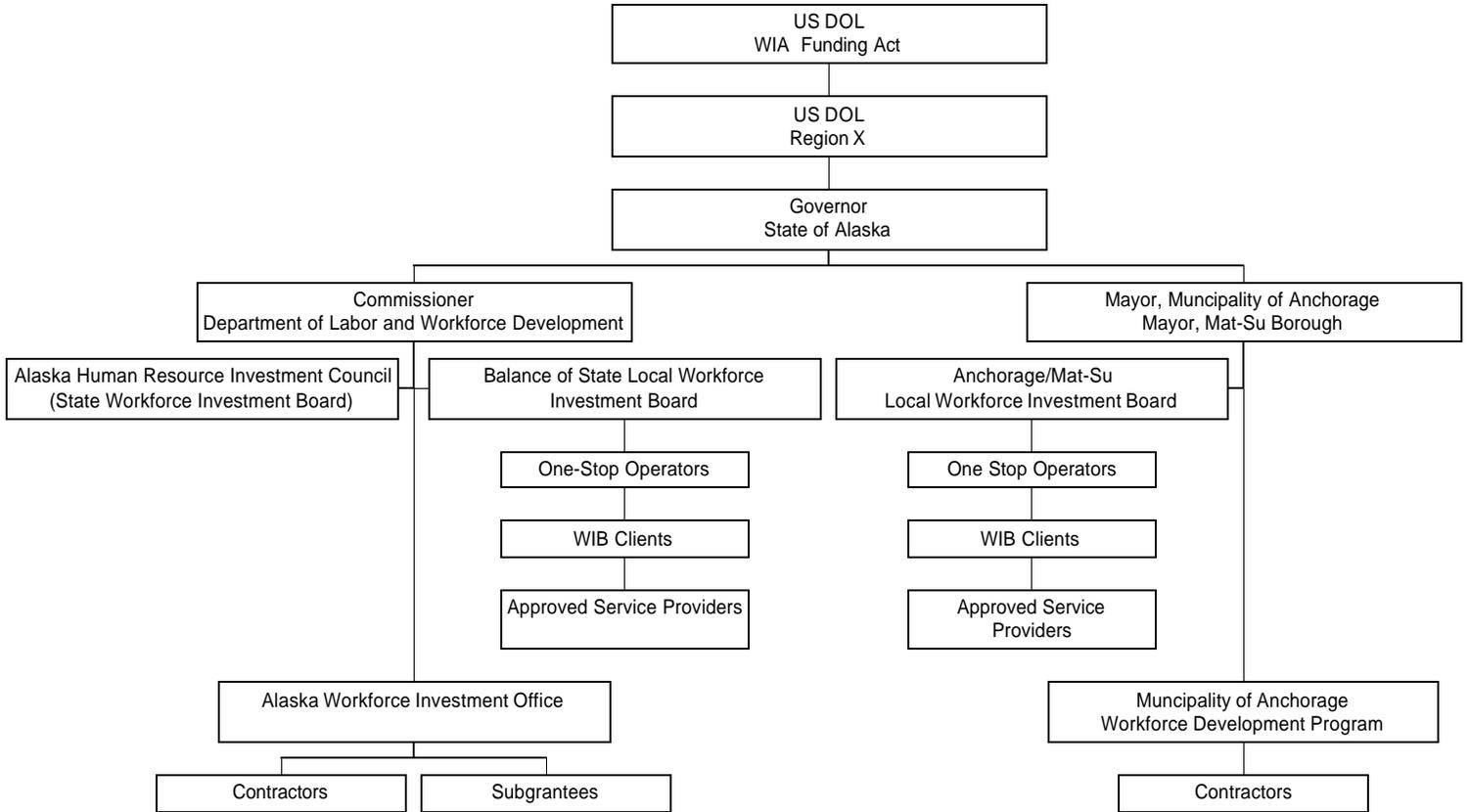
Anchorage/Mat-Su Local Workforce Investment Board Roster

Name	Mailing Address	Organization/ Position	Designated Seat	Term Ends	EMAIL
Russ Cusack	1016 W. 6th Ave, Suite 105 Anch 99501	Regional Manager/Vocational Rehabilitation	Mat-Su Vocational Rehab Agency	6/30/2002	
Annette DeLong	581 W. Parks Hwy. Wasilla 99654	VP, Branch Manager, National Bank of Alaska	Mat-Su Large Employer	6/30/2003	
Susan Denison		Regional Recruitment Mgr, Providence Helth Systems	Anchorage Large Employer	6/30/2003	denison@alaska.net
Bill Field	400 Gambell Street Anch 99501	Regional Mgr/ Public Assistance	Mat-Su Public Assistance Agency	6/30/2003	Bfield@alaska.net
Robert "Pete" Galle	2040 Paxon Drive, Apt A Anch 99504	Training Manager/ IBEW Training Trust	Anchorage, Labor Organization	6/30/2003	ajeatt@alaska.net
John Hart	13151 Shelburne Road Anch 99516	Manager, UAA	Anchorage, Education Agency	6/30/2003	anjwh@uaa.alaska.edu
Larry Hartig	717 K Street Anch 99501	Managing Partner, Hartig/Rhodes	Anchorage Small Employer	6/30/2002	Larry@hartig.com
Harold Holten	721 Sesame Street Anch 99503	Business Manager, Seafarers International Union	Anchorage, Small Business and Labor Organization	6/30/2003	
John Klapperich		General Manager, KMBQ Radio	Mat-Su Small Business	6/30/2002	
Molly Merritt-Duren	670 W. Fireweed Anch 99503	Training Coordinator, Cook Inlet Tribal Council	Anchorage Community based organization	6/30/2002	mmerrittduren@ctci.com
Sami Oeser	1740 S. Chugach Palmer 99645	Human Resources Mgr, Matanuska	Mat-Su Large Business	6/30/2003	soeser@mta-telco-com

		Telephone As			
Charlie Parker	351 W. Parks Hwy Wasilla 99654	Executive Director, Mat-Su RCDC	Mat-Su Economic Development Org.	6/30/2002	
John Scott	P O Box 107024 Anch 99510	Regional Mgr, ES/DOLWD	Anchorage Public Employment	6/30/2002	John_Scott@labor.state.ak.us
Mary Shields	3330 Arctic Blvd. #201 Anch 99503	General Mgr, NW Tech/MILA	Anchorage Small Employer	6/30/2003	mshields@pdstech.com
Barbara Stallone	6050 Rockwell Dr. Anch 99502	Sr. Personnel Rep, FedEx Express	Anchorage Large Employer	6/30/2002	bstallone@fedex.com
Gregory Stevenson	17311 Santa Maria Dr. Eagle River 99577	Branch Manager, FNBA	Anchorage, Small Employer	6/30/2002	
Joseph Tolliver	1020 Edward Anch 99504	Owner, Trailboss	Anchorage, Large Employer	6/30/2003	
Stephen "Steve" Trosper	520 E 34th Ave Anch 99503	Safety Director, Teamsters 959	Anchorage, Organized Labor	6/30/2003	Strosper@akteamsters.com

APPENDIX D

Anchorage/Mat-Su Local Workforce Investment Board Organizational Chart



APPENDIX E

Balance of State Local Workforce Investment Board Roster

Name/Address	Occupation/Address	Represents/Term
Barron, James L. 3179 Pioneer Avenue Juneau, AK 99801 (907) 586-1621	Barron's School of Driving Home/Work: 586-1621 FAX: 586-1621	Private Industry 07/01/93 – 07/01/01 jlbarron@gci.net Executive Committee Youth Council
Carpenter, Jack 2430 Chandalar Drive Anchorage, AK 99504 (907) 333-2005 (Use home mailing address/telephone)		Private Industry 07/01/93 – 07/01/03 jackcarp@gci.net Executive Committee
Crawford, Sammy 36615 Chinulna Drive Kenai, AK 99611 (907) 283-9271		Community Based Org. 06/29/99 – 07/01/02 scrawfor@alaska.net Youth Council One Stop committee
Dunham, Maria	c/o Team Cutters 2950 Airport Way Fairbanks, AK 99811-0001 Work: 452-6841 Fax: 456-8136	Private Industry mdunham@gci.net
Farnham, Katherine (Kitty) Send packets to: 900 E Benson Blvd. 10-2 Anchorage, AK 99508	Manager of Learning and Organizational Development c/o British Petroleum P.O. Box 196612 Anchorage, AK 99519-6612 Work: 561-5111 Fax: 564-4920	Private Industry farnhakj@bp.com
Heyano, Rose M. P O Box 1409 Dillingham, AK 99576 Home: 842-1053	Bristol Bay Native Health Corporation Fax: 842-4106	Community Based Org 03/21/00 – 07/01/02

<p>Hoffman, Dan Need Physical Location</p>	<p>c/o Carpenters Training Center P.O. Box 71087 Fairbanks, AK 99707 Work: 452-4626 Fax: 456-5542</p>	<p>Union no e-mail</p>
<p>Hulce, R. Rudder c/o DH&SS, Public Assistance 3601 C Street #510 Anchorage, AK 99524 Home: 373-0648</p>	<p>DH&SS, Public Assistance P.O. Box 240249 Anchorage, AK 99524-0249 Work: 269-8980 FAX: 563-0767</p>	<p>Public Assistance 02/01/97 – 07/01/01 rudder_hulce@health.state.ak.us One Stop Committee</p>
<p>Hull, Ron P.O. Box 25509 Juneau, AK 99802 Work: 465-4532</p>	<p>Director of Alaska's Department of Labor & Workforce Development Employment Security Division P.O. Box 25509 Juneau, AK 99802 Work: 465-4532 Fax: 465-3212</p>	<p>Department of Labor Employment Security Division ron_hull@labor.state.ak.us</p>
<p>Johnson, Vivian A. PO Box 2236 Bethel, AK 99559 Home: 543-3281 (unlisted)</p>	<p>Yukon-Kuskokwim Health Corporation Box 287 829 Eddie Hoffman Highway Bethel, Alaska 99559 Work: 543-6223 Fax: 543-6061</p>	<p>Community Based Organization 06/29/99 – 07/01/01 Vivian_Johnson@YKHC.org One Stop Committee</p>
<p>Larsen, Jr., Peter P O Box 1603 Nome, AK 99762 Home: 443-2664 FAX: 443-7544</p>		<p>Economic Development 03/06/96 - 07/01/02</p>
<p>Marth, Charlene R. 680 Derbyshire Fairbanks, AK 99709 Home: 479-8501 (unlisted)</p>	<p>Doyon, Limited 1 Doyon Plaza, Suite 300 Fairbanks, AK 99701 Work: 459-2118 Fax: 459-2060 1-888-478-4755 x 2118</p>	<p>Community Based Organization 03/21/00 – 07/01/02 charlene@doyon.com Executive Committee</p>

Notar, Mike

International Brotherhood of
Electrical Workers (IBEW)
Local 1547
124 Front Street
Juneau, AK 99801
Phone: 586-3050
Fax:

lbewjno@ptialaska.net

Redman, Wendy

PO Box 755200
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Fairbanks, AK 99775-5200
Home: 479-6114

University of Alaska, Statewide
Administration
PO Box 755200
910 Yukon Drive, Suite #202
Fairbanks, AK 99775-5200
Work: 474-7582
Fax: 474-7570

Education
04/29/99 – 07/01/02
wendy.redman@alaska.edu

Thompson, Barbara

Carl Perkins, DEED Statewide
**Department of Education
and Early Development**
Division of Teaching and
Learning Support
801 West Tenth St, Suite 200
Juneau, Alaska 99801
Work: 465-8727
FAX: 465-6760

Education
barbara_thompson@eed.state.ak.us

Youth Council

Schaeffer, Cole W.
1918 Sturbridge Court
Anchorage, AK 99507

Home: 644-8765

Schaeffer Training Systems
President

Cell: 301-6759
Fax: 482-4806

Private Industry
06/29/99 – 07/01/01
coleschaeffer@gci.net

Executive Committee

Sinnott, Gale

Labor & Workforce Development

Phone: 465-6927

gale_sinnott@labor.state.ak.us
Youth Council

Wakefield, James R.
c/o AKDOL, Attn: D. Craig
P.O. Box 25509
Juneau, AK 99802
Home: 789-0518
Cell: 723-2733

Powell Realty
9040 Glacier Hwy.
Juneau, AK 99801
Work: 789-3888
FAX: 789-7038

Private Industry
06/02/98 – 07/01/01
jimwakefield@gci.net

Executive Committee
One Stop Committee

APPENDIX F

BALANCE OF STATE LOCAL WORKFORCE INVESTMENT BOARD ORGANIZATIONAL CHART

