

State of Connecticut



Workforce Innovation and Opportunity Act Annual Report



July 2015 - June 2016

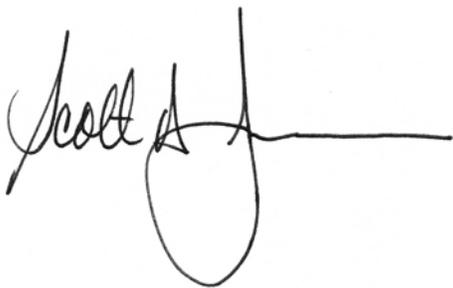
October 2016

*A Message from
the Connecticut Department of Labor
and
the Connecticut Employment and Training Commission*

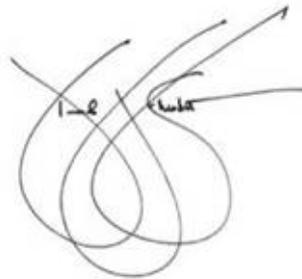
Connecticut faced many challenges in transitioning to the first year of activity under the Workforce Innovation and Opportunity Act (WIOA), yet, as this report demonstrates, the state performed well overall and attained many of its workforce development goals. To achieve planned objectives, the Connecticut Department of Labor worked closely with the state's five Workforce Development Boards and other workforce partners throughout Program Year 2015 (PY15).

Connecticut's PY15 WIOA Annual Report provides a comprehensive update on the outcomes, costs and data regarding WIOA funding, as well as information reflective of the Workforce Investment Act (WIA) activity, where applicable, and exemplary state programs that benefit participants. The totality of the programs, special projects, and new initiatives, which were highly successful, demonstrate the dedication of the state and its partners to develop a well-trained and job-ready workforce and provide business-focused opportunities to enhance Connecticut's economic growth. Details of the many offerings are presented in this report, along with specific WIOA outcomes for Adults, Dislocated Workers, and Youth, and the accomplishments of each Workforce Development Board.

The Connecticut Department of Labor, in collaboration with the Connecticut Employment and Training Commission (CETC), will continue to focus efforts on fully implementing WIOA. In the next program year, oversight will include continued attention on the completion of state plans and the achievement of set goals. With the state's partners ever ready to strategize for the future and work toward workforce development, the state anticipates exceptional results.



Scott D. Jackson
Commissioner
Department of Labor



Donald J. Shubert
Chairman
CETC



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On the cover: *Those pictured are representative of the many participants who benefited from a variety of programs provided by the Connecticut Department of Labor, the state’s five Workforce Development Boards, and other workforce development partners during Program Year 2015. Further details are provided within the report.*

State of Connecticut
Workforce Innovation and Opportunity Act
Annual Report
July 1, 2015 – June 30, 2016

Throughout Program Year 2015 (PY15), the Connecticut Department of Labor (CTDOL) and the state's Workforce Development Board partners, along with various state and local agencies, concentrated their efforts on transitioning to the delivery of services under the Workforce Innovation and Opportunity Act (WIOA) and tackling the multitude of tasks associated with this while also striving to achieve the state's PY15 goals. Although much has been accomplished and the majority of planned outcomes were successfully attained, a good deal of work lies ahead as Connecticut moves toward full implementation of WIOA. In the meantime, for PY15, a broad range of programs and services were offered to program participants as well as to Connecticut employers, with a blend of both new, innovative projects and well-established, successful ones. The mix proved largely beneficial in furthering Connecticut's economy and overall workforce development priorities.

The Connecticut Employment and Training Committee (CETC) WIOA Implementation work groups and Office of Workforce Competitiveness (OWC) continued to focus on planning and transition activities, culminating with the submission of the WIOA Unified State Plan to the U.S. Department of Labor (USDOL) on April 1, 2016. In addition, OWC issued policies and procedures regarding the designation of local areas, and assisted with the certification of local Workforce Development Boards, completion of local board plans, and the development of a Memorandum of Understanding (MOUs) with each WIOA partner. Between July and October 2015, Connecticut's five local areas were designated and the WDBs were certified. Local plans were submitted on June 1, 2016, and progress continues on the development of partner MOUs.

During PY15, CTDOL's Employment Services (ES) Operations participated in various webinars and workgroups related to the transition to WIOA. In addition, ES Operations completed the development of the Unemployment Insurance Reemployment and Eligibility Assessment (UI REA) program, which CTDOL implemented in October 2015. The UI REA program helped claimants identify employment barriers and provided them with comprehensive evaluations of their career goals and objectives. Individualized reemployment plans, developed with claimants after assessing their needs, resulted in referrals to specific reemployment services or training. In preparation for implementation and throughout the program year, ES Operations developed and delivered training to American Job Center staff, created and revised forms and desk aids, and updated CTDOL's websites with program information, resources and guidance.

In an effort to collaborate with partner programs to create a seamless, customer-focused service delivery system, CTDOL Job Center Directors scheduled cross-training with partner programs. They also created desk aids of service providers in their region to facilitate program and operational knowledge between agencies with the goal of increasing the number of referrals and enhancing the referral process.

Veterans who filed for Unemployment Compensation were also connected to reemployment services through the UI REA program. Any eligible veteran or eligible spouse determined to have a significant barrier to employment was referred to a Disabled Veterans' Outreach Specialist to receive intensive services.

Effective December 2015, UI WIOA staff began providing comprehensive in-person UI assistance in the American Job Centers in all five Workforce Development Board areas. From December 2015 through June 2016, UI WIOA staff assisted approximately 23,000 clients. This UI assistance provided solutions to a host of needs including address changes, return to work notification, held claim inquires, returned payments, status letter requests, processing referee and board appeals, reopening unemployment claims, determining eligibility issues, helping customers navigate UI phone and on-line systems and providing necessary documentation when needed. In addition to the UI office assistance, claimants were informed about ES services and referred to Re-employment and partner staff for additional services, and were provided details regarding workshops and recruitments.

Given the essential components of data collection and reporting under WIOA, Performance and Accountability staff assessed the Act's requirements, reviewed the WIOA Common Performance Management Information and Reporting system specifications, consulted with other CTDOL units and representatives from the State Department of Education and Department of Rehabilitation Services to gather information on potential data needs, and began to formulate and identify prospective solutions. Performance and Accountability also finalized a data sharing agreement with the Department of Rehabilitation Services and began working on a similar agreement with the State Department of Education. Connecticut has also finalized a plan to generate and store unique ID's for all participants of WIOA Core programs.

During PY15, CTDOL's WIOA Administration Unit continued transitioning from WIA to WIOA via further modification of contract language, updates to the agency's website, development of new forms, and the establishment of WIOA policies and procedures. CTHires, Connecticut's new virtual one-stop system, continues to be reviewed and modified, as applicable, to ensure it is WIOA-compliant and that all screens, rules and reporting capabilities are up to date. In addition, a contract with the Northwest Regional Workforce Development Board was executed to provide funding for transitioning efforts at the local level. The contract, which also included the Eastern and South Central Workforce Development Boards, requires specific deliverables in regard to securing consulting services to review, modify, amend, or replace contracts, subcontracts and other agreements in regard to certain transition-related activities.

For Program Year 2016, Connecticut workforce partners will continue to offer well-established programs and services that have produced successful outcomes over the years, while incorporating new, promising initiatives. It is anticipated that the combination of offerings will allow for the state to achieve its planned goals under the Workforce Innovation and Opportunity Act and lead to further growth of the state's workforce. Certainly, the work accomplished and partnerships forged during year one of WIOA have established a positive foundation upon which future development may succeed.

State Evaluations, Oversight Activities, and Guidance

Compliance Monitoring

Compliance monitoring, as set forth in OMB Circular A-110, "Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations," was conducted at all five regional Workforce Development

Boards (WDBs) in 2015-2016, in accordance with Workforce Innovation and Opportunity Act (WIOA) Regulations at Section 683.410(b)(1) and Workforce Investment Act (WIA) Regulations at Section 667.410(b)(1). In addition, the payroll records of the Summer Youth component of the 2016 Connecticut Youth Employment Program were monitored in four of the Workforce Development Boards.

The annual compliance monitoring included a review of financial management, consisting of financial reporting, cost allocation methodology, cash management, allowable costs, payroll controls, audit requirements, procurement and property controls. WIA regulations were applied in the monitoring of WIA Adult, Dislocated Worker, and Youth program funds carried over from the previous program year. A review of funds was conducted in the same manner for WIOA programming, in compliance with WIOA regulations. In addition, WIOA active participant files were sampled and reviewed for eligibility verification for Adults, Dislocated Workers, and Youth in all five areas.

The state's Temporary Assistance for Needy Families (TANF) program, Jobs First Employment Services (JFES), was monitored in each of the five Workforce Development Boards, in conjunction with WIOA compliance monitoring.

In addition, other grants administered by CTDOL were monitored in each of the Workforce Development Boards during the 2015-2016 monitoring review process, in accordance with contract requirements.

Through payroll record monitoring of the Summer Youth component of the 2016 Connecticut Youth Employment Program, conducted in four of the Workforce Development Boards, it was determined that all vendors that were monitored had adequate controls in place to safeguard the funding of this program. However, some suggestions for improvements were offered by the CTDOL monitor for the procedures already in place.

All recommended corrective action from the 2014-2015 monitoring review was completed and adequate controls appeared to be in place. Overall, the 2015-2016 monitoring review results showed that all five Workforce Development Boards were in compliance with federal and state administrative requirements. Any findings were satisfactorily resolved and the WDBs made continuous improvements through the implementation of new policies and procedures during the program year.

Data Validation

In October 2015, following the submission of PY14 WIA performance data to USDOL, monitoring staff from the Connecticut Department of Labor WIA/WIOA Administration Unit conducted data validation reviews of the reported performance information. The purpose of this review is to ensure the accuracy of data reported to USDOL Employment and Training Administration (ETA) on WIA participants' program activities and outcomes. This process also assists CTDOL in improving program management and monitoring, and, thereby, program results.

WIA participant files from all five Workforce Development Board (WDB) areas were reviewed against respective PY14 data validation records which were drawn through a random sampling

process. For PY14, Connecticut's sample size was 901. Upon completion of the data validation process, conducted in accordance with USDOL ETA policy, CTDOL submitted the results to USDOL ETA. While reported data was found to be overall consistent with file documentation, the following rates resulted:

- “Eligible Veteran Status” had the highest reported error rate at 73.9% for WIA Adults (due to lack of DD-214 documentation or the appropriate version thereof).
- Date-related error rates:
 - “Date of Exit” - 66.4% for WIA Adults
 - “Date Completed or Withdrew from Training” - 42.9% for WIA Adults
 - The highest reported error rates among Dislocated Workers, National Emergency Grant (NEG) participants, and Older and Younger Youth, like Adults, were among date-related elements, except that Dislocated Workers also had a significant reported error rate of 38.6% for “Employment Status at Participation.”
- Overall error rates for Dislocated Workers and NEG participants were lower than those for Adults and Youth.
- “Other Reason for Exit” - 40.2% for Older Youth

Over the past few years, CTDOL has focused particular attention on working with WDBs to ensure that the accuracy of date-related data improves. Also, to support reported data regarding activities and attainment of performance measures, CTDOL has reinforced the need for WDBs to maintain documentation in participant files, such as training attendance records and copies of attained credentials.

Also, as a result of federal compliance review findings, CTDOL issues new or changed policies regarding program requirements. With policy compliance by WDBs and their subcontractors, improved outcomes are eventually reflected in data; that is, it often takes two to three years for program activity reflective of newer policies to be evident in data validation records given the reviews are of prior program years.

Data validation is one tool in to ensure quality and integrity in the program. This effort is supported by monitoring, training, communications with WDBs and other partners, as well as general oversight. The return on investment for data validation could be greatly enhanced with a federal tool that will allow states to sort and compile data validation results not only by program, but by Workforce Development Board.

Status of State Evaluation Activities

The following report is Connecticut's Statewide Evaluation project for PY15. It was prepared with guidance from the Office of Workforce Competiveness and the Connecticut Employment and Training Commission: <http://www.ctdol.state.ct.us/OWC/CETC/Legislative%20Report%20Card%202015.pdf>

Administrative Review and Technical Assistance

Monitoring, evaluation, and technical assistance are integral oversight responsibilities of the Connecticut Department of Labor (CTDOL), required by the Workforce Investment Act, the Workforce Innovation and Opportunity Act, as well as other applicable laws and regulations.

Monitoring and evaluation identify areas of strength and weakness in program operation with the intent of improving program performance. Technical assistance increases program operation and management capabilities.

CTDOL's WIOA Administration unit conducts program, data and fiscal monitoring and evaluation of service providers annually. Administrative reviews include, but are not limited to:

- Adherence to and compliance with USDOL ETA and CTDOL policies
- Eligibility for the WIA/WIOA program, including barriers and priority of service
- Performance outcomes for Adult, Dislocated Worker and Youth participants
- Data validation
- WIA/WIOA outcome measures, including achievement of negotiated program goals

In PY15, it was necessary for CTDOL to fulfill its duty to monitor workforce development grantees while WIOA provisions were in the process of implementation. During this period, not all WIOA provisions had taken effect and the Final Rule had yet to be published. It is out of this unique situation that the U.S. Department of Labor Employment and Training Administration created the "WIOA Implementation Guide – FY 2016," which CTDOL adapted for programmatic monitoring of the WDBs.

During PY15, monitoring reviews at each of the five Workforce Development Boards focused on in-school and out-of-school (OSY) Youth, and specifically on the following:

- Youth Standing Committees
- Selection of Youth service providers
- Sunshine Provision
- OSY priority
- Program design/elements
- Outcomes

The monitoring process also involved interviewing WDB staff; obtaining and reviewing written policies, forms, and guidance issued by the WDB for each program component; discussion of issues identified requiring correction by the respective WDB; and an exit conference with WDB staff.

In addition, throughout the program year, WIOA staff offered the WDBs on-going assistance through in-person, telephone and e-mail consultations and provided guidance to WDB staff on a myriad of program-related matters. During PY15, specific oversight was offered regarding:

- Clarifying criteria for "youth who needs additional assistance"
- WDB interpretation of basic skills deficiency
- Literacy/numeracy data entry

WIA and WIOA Participant and Employer Survey Results

During PY15, the Connecticut Department of Labor continued to conduct customer satisfaction surveys of WIA and WIOA participants and employers who utilized services through the American Job Centers (AJC). Gauging customer satisfaction provides valuable information that

can help CTDOL determine system strengths and identify areas that require improvement. Surveys allow for another dimension of accountability and program oversight and offer timely customer feedback. Feasible adjustments to program operations can be made by CTDOL as a result of responses, including additions or modifications to systems and processes to support continuous improvement.

The Connecticut Department of Labor continued to use the Survey Monkey product to collect satisfaction surveys in PY15. With this product, customers and employers who received WIA and WIOA services were able to complete the survey from any computer in the AJC or in their homes. Customers and employers who did not have access to a computer were provided with hard copy surveys to complete and return, then AJC staff data-entered results. For PY16, it is expected that Connecticut will collect surveys via the new CTHires virtual one-stop system that was implemented in December 2015.

The participant and employer surveys each included three questions regarding the quality of services provided through the American Job Centers and whether expectations of the services provided were met. Although a rating scale was utilized for survey answers, respondents were able to provide comments. The survey results, on a statewide basis, were as follows:

Participants¹

A total of 180 participants completed customer satisfaction surveys. Analytics of participant responses reviewed by SurveyMonkey indicated that, as in past program years, participants made significant use of the American Job Centers for workshops, especially those centered on computer skills. This highlights job seekers' demands for the basic computer skills required to not only conduct a job search, but meet employers' job requirements in today's labor market. The results of the survey were as follows:

- 65% were very satisfied with the services provided by the American Job Centers
- 53% believed the services exceeded their expectations
- 53% believed the services provided were very close to the ideal set of services

Employers¹

A total of 36 employers completed customer satisfaction surveys. Analytics of employer responses by SurveyMonkey indicated that employers found staff at the American Job Centers to be easy to work with, experienced, professional, and cooperative. The employers especially appreciated the wide variety of programs and services offered, from business start-up to on-the-job training. Feedback indicated that a variety of employers accessed AJC services and that they took full advantage of the host of beneficial programs and services offered. The results of the survey were as follows:

- 81% were very satisfied with the services offered by the American Job Centers
- 61% believed the services provided exceeded their expectations
- 67% believed the services provided were very close to ideal

¹ Results are not intended to make any inferences beyond the survey's respondents.

Links to the surveys are available on each of the five workforce Development board websites and are also available as follows:

- Participant: <https://www.surveymonkey.com/r/?sm=Wwuj2eHBep1ibYNBHay%2f3Q%3d%3d>
- Employer: <https://www.surveymonkey.com/r/?sm=MT%2fsru8Omy1Eob5XZISk0w%3d%3d>

Performance and Accountability

The Connecticut Department of Labor's (CTDOL) Performance and Accountability Unit is primarily tasked with the collection, compilation, evaluation, reporting, and distribution of performance and demographic data for state-funded and federally-funded programs and services that are administered and delivered by the agency, in collaboration with its partners and subcontractors including:

- Workforce Investment Act (WIA) – Adult, Dislocated Worker, Youth
- Workforce Innovation and Opportunity Act (WIOA) – Adult, Dislocated Worker, Youth
- Veterans
- Wagner-Peyser Act
- Trade Adjustment Assistance (TAA)
- Jobs First Employment Services (JFES)
- Unemployment Insurance
- Foreign Labor Certification
- Migrant and Seasonal Farmworkers
- Connecticut Individual Development Account Initiative

In addition to reporting-related responsibilities, Performance and Accountability Unit staff provides technical support, as needed, to units administering these programs and services.

To submit and generate various federal reports, the unit utilizes the federal Electronic Data Reporting and Validation System (EDRVS) and, for each report, develops the related “extract” file. Prior to report submittal, the Performance and Accountability Unit collaborates with program administrators to ensure that program data is reviewed and accuracy is confirmed.

The Performance and Accountability Unit works closely with the WIOA Administration Unit, gathering data that is critical to the decision process for negotiations with the Workforce Development Boards (WDBs) to establish state WIOA performance goals. Performance data and reports generated and submitted by the unit are two essential elements that help ensure Connecticut is meeting its WIOA performance goals. In determining performance results for WIA and WIOA (Adult, Dislocated Worker, and Youth), Wagner-Peyser, Veterans, and TAA, Connecticut continues to utilize in-state wages as well as the Wage Record Interchange System (WRIS) and Federal Employment Data Exchange System (FEDES). The unit is also responsible for collecting and submitting Data Element Validation results to the U.S. Department of Labor (USDOL).

As mandated by WIOA, CTDOL must collaborate with the Connecticut Department of Rehabilitation Services and the Connecticut State Department of Education for quarterly and

annual reporting purposes. During PY15, the Performance and Accountability Unit worked closely with these WIOA-required core partners to establish MOUs for the exchange of data. Once the MOUs are executed, which is expected during PY16, the parties to the agreement will share data regarding participants who are co-enrolled in the core programs of each entity. Wage and employment information will be exchanged for all participants, not only those co-enrolled. The process will be accomplished via the creation of unique identifiers to maintain security and protect personally identifiable information in the transfer of data.

In addition to its numerous reporting responsibilities, the Performance and Accountability Unit also administers the *CTWorks* Business System (CTWBS) and the new CTHires web-based case management system. CTWBS was the centralized computer-based business system that supported employment and training services across multiple agencies and locations throughout the state. This system was the repository of the majority of CTDOL-administered program data and was accessed by the agency to prepare numerous state and federal reports. As of December 2015, CTWBS was partially replaced by Geographic Solutions' web-based case management system, CTHires. Data for WIA and WIOA (Adult, Dislocated Worker, and Youth), Wagner-Peyser, and Trade Adjustment Assistance participants who were active during or after 2008 were converted into the new CTHires system. CTWBS remains in place for the JFES program with an anticipated transition date in early 2017.

Additionally, the Performance and Accountability Unit synthesizes raw Unemployment Insurance (UI) data and generates First Payment Time-lapse and Non-Monetary reports each month for the Connecticut Department of Labor administration. These reports are used to determine whether claimants receive their benefits within the timeframes set by the federal government. Graphs and charts are used to represent the data so that managers can quickly view and assess any issues that may exist and take corrective measures, if needed.

Performance and Accountability staff also prepares CTDOL's section of the Governor's Budget Narrative, and designs surveys and analyzes survey results for CTDOL's Rapid Response, Business Services, Research, and Communications Units.

Continuing Workforce Activities

***CTWorks* Business System and CTHires**

During PY15, the *CTWorks* Business System (CTWBS) was partially replaced by CTHires, a web-based case management system that provides virtual services to individual jobseekers and employers. CTHires offers an assortment of options, including a job skills assessment tool, a format to create and send résumés and cover letters to employers, a job bank, a list of training providers, a job search tracker, a virtual job recruiter/job candidate finder, labor market information, a job posting site, and system email for communications between jobseekers, employers, case managers, and training providers. CTHires also collects WIOA-required data for reporting on self-services and staff-assisted services for the Adult, Dislocated Worker, Youth, Wagner-Peyser, and Trade Adjustment Assistance programs. System expansion is planned for 2017 to incorporate programs including Jobs First Employment Services (JFES), Foreign Labor Certification and Work Opportunity Tax Credit. Until then, CTWBS remains in place for the operational and management needs of the JFES program.

Rapid Response and National Dislocated Worker Grants

The state Rapid Response (RR) Unit, in conjunction with local Workforce Development Boards and other One-Stop partners, is responsible under WIOA regulations (Part 682, Subpart C) for carrying out rapid response activities statewide. WIOA Title I formula funding supports all Rapid Response activities in the state. Headed by the Connecticut Department of Labor, the RR Unit reaches out to employers contemplating or experiencing layoffs and plant closings. Employers, affected workers, and their unions are provided information on layoff aversion, mass layoff/plant closing and other labor laws, unemployment insurance, WIOA, and One-Stop employment services. The RR Unit also makes referrals to and coordinates services with CTDOL units, other agencies, and programs for special intervention or supportive services applicable to dislocated workers.

During the period of July 2015 to June 2016, the RR Unit made 261 initial outreach calls regarding potential layoffs and responded to 53 WARN notices affecting 6,385 workers. The RR staff made 90 employer and/or union visits and provided 103 presentations to 2,322 impacted workers, which included 9 on-site job search and/or career planning workshops and 33 webinars for workers at companies that opted not to have on-site meetings.

Employment sites where face-to-face contact was not possible were provided packets of information, benefiting an additional 1,728 dislocated workers, including human resources managers and union representatives. An additional 484 webinar invitations were sent to workers who were part of large layoffs but whose employers declined on-site visits or had employees who work remotely. As a means of increasing awareness of RR services, the RR Unit also helped staff seven statewide job fairs and five company-specific job fairs, providing information to 1,895 job seekers.

The RR Unit submitted 17 Trade Adjustment Assistance Act (TAA) petitions on behalf of workers whose jobs were believed to be affected by increased imports or a shift in production to a foreign country. Nine of the 17 petitions, covering 620 workers, were certified TAA eligible. Two petitions resulted in negative determinations, and six petitions were pending investigation at the close of the program year.

The Workforce Innovation and Opportunity Act (WIOA), which became effective July 1, 2015, establishes National Dislocated Worker Grants (DWGs), including grants for employment and training assistance and grants for disaster relief employment assistance, to supersede regular and disaster National Emergency Grants (NEGs) authorized under Title I of the Workforce Investment Act of 1998 (WIA). WIOA, Title I, Section 170 authorizes the Secretary of the U.S. Department of Labor's award and use of discretionary DWGs.

Similarly to the NEGs, DWGs temporarily expand the service capacity of dislocated worker training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. DWGs provide resources to states and local Workforce Development Boards (WDBs) to quickly reemploy laid-off workers by offering training to increase occupational skills.

There are four types of National Dislocated Worker Grants:

- Layoff DWG - Provide employment and training assistance to dislocated workers affected by major economic dislocations, which are generally defined as layoffs of 50 or more individuals.
- Service Member DWG - Provide assistance to areas where there is a higher-than average demand for employment and training activities from dislocated military service members and certain spouses.
- TAA DWG - Projects are intended to supplement TAA-funded services with DWG-funded services to meet the reemployment needs of the TAA-affected workers.
- Disaster DWG - Create temporary jobs for dislocated workers and other eligible individuals to assist with clean-up, recovery, and humanitarian efforts in areas impacted by disasters or emergency situations; and provide funds for employment and training services where needed, to help impacted individuals return to full employment as quickly as possible.

The USDOL may also issue notices of funding availability for Unique NEG/DWG Projects in order to implement new or expanded programs benefiting dislocated workers. CTDOL, in partnership with its WDBs, submitted successful grant applications for two such Unique NEG Projects awarded under WIA. During PY15, Rapid Response Unit staff oversaw the day-to-day administration of the two following Unique NEG Projects:

- **Job Driven National Emergency Grant (NEG)** - CTDOL was awarded \$3,392,350 to implement a job driven strategies program focused on partnership development and work-based training for better employment-related outcomes for dislocated workers. Commencing July 1, 2014, the grant provided funding in three areas, for which, as of June 30, 2016, a total of \$1,823,020 was expended and the following achieved:
 - An employment tool that provided access to certain labor market information by CTDOL’s Office of Research and the states’ five WDBs for expanding job-driven strategies, particularly for dislocated workers.
 - The administration of a “Manufacturing Focused State Registered Apprenticeship Development Model” by CTDOL’s Office of Apprenticeship Training that resulted in the placement of 258 apprentices, including 23 females and 7 veterans, with 45 new and 118 existing employer-sponsors.
 - Contracts with three WDBs – the Eastern CT Workforce Investment Board (EWIB), the Northwest Regional Workforce Investment Board (NRWIB), and Workforce Alliance – for operating local projects that served a total of 166 dislocated workers where: 166 received career services; 130 enrolled in occupational skills training, of which 105 entered on-the-job training (OJT); 55 received supportive services; and 61 entered employment following training services, of which 44 were in OJT jobs and two were in OJT-related jobs.

- **Sector Partnership National Emergency Grant (NEG)** - CTDOL was awarded \$3,889,995 for services to dislocated workers including regional planning to identify new or growing employment opportunities, sector strategies for building talent pipelines, and enhanced employment and training services for dislocated workers. The grant period commenced July 1, 2015 and, as of June 30, 2016, a total of \$478,182 was expended in accomplishing the following:

- CTDOL contracted with its five local Workforce Development Boards – EWIB, NRWIB, Workforce Alliance, Capital Workforce Partners (CWP), and The WorkPlace – to conduct regional planning, and contracted with three boards – EWIB, CWP, and The WorkPlace – to concurrently administer programs for dislocated workers in identified sectors. As of June 30, 2016, a total of 17 dislocated workers were enrolled in the program where: 17 received career services; 16 were enrolled in occupational skills training, of which two were enrolled in OJT and one dislocated worker entered OJT employment.

CTDOL's Office of Apprenticeship Training provided seven informational workshops to approximately 120 American Job Center and economic development partner staff on Registered Apprenticeship as part of efforts to expand OJT and Registered Apprenticeship under this NEG.

Outreach Efforts by the Office of Research

On behalf of the Department of Labor, the agency's Office of Research staff engaged in numerous outreach activities during PY15. Presentations focused on labor market information (LMI) that would be of interest and helpful to education, government and business leaders as well as to jobseekers and those who provide job search and employment assistance, such as career counselors. In addition, five sessions of training that focused specifically on LMI were provided for all American Job Center (AJC) staff at CTDOL in Wethersfield. The presentations and training also included discussion of some of the many on-line tools available to jobseekers through CTDOL's website as well as through federal and American Job Center partners' websites.

During WIOA Program Year 2015, Research staff presented labor market information and offered outreach activities at a variety of community and professional events around Connecticut, including those held at:

- Social services agencies
- Reemployment/job seeker support groups
- Connecticut State Department of Education Adult Education Workforce Development Forum
- Universities (career counselors and advisors)
- One-Stop Career Centers
- Business/employer groups

Hundreds of jobseekers attended many of the events and benefited from the presentations. In addition, individuals who assist jobseekers (counselors, volunteers at support groups, etc.) who

were in attendance gained the same valuable information, resulting in the potential for the information to reach hundreds of other individuals. In addition, the Office of Research has responded to data requests from and provided training to staff of the Workforce Development Boards and their vendors. The training focused on how to access both labor market information and on-line job search tools to assist jobseekers.

Starting in January 2016, all presentations, including the training provided to AJC staff, incorporated Help Wanted OnLine (HWOL) information. HWOL offers jobs data, in a variety of measures, gathered from jobs posted online each month from over 16,000 Internet job boards, corporate boards, and smaller job sites. Aggregate HWOL data can be used as an indicator of overall labor demand. Detailed information about postings by industry, occupation, geography, and specific employers is useful for job search purposes and the planning of training programs. The Office of Research responded to many requests for specific HWOL data and information, including requests for specific data from AJC and partner staff. Along with all of CTDOL's other labor market information, HWOL data is published each month on the Office of Research website for the benefit of the public.

Employment and Training

Wagner-Peyser

Under the Wagner-Peyser Act, CTDOL Employment Services (ES) receives federal funding to provide universal access to an integrated array of labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers; reemployment services to Unemployment Insurance claimants; and recruitment services to businesses with job openings. During PY15, to support these efforts, the Connecticut Department of Labor launched CTHires, a new, web-based management information and case management system designed to provide cost-free, workforce development services to individuals and employers 24 hours a day, 7 days a week.

CTHires offers individuals the ability to rapidly search for jobs, gleaned according to the search criteria selected by the jobseeker, including location, occupation, industry, skills, salary, employer name, and more. The system offers quality, unduplicated job listings entered directly into CTHires by Connecticut employers or drawn from an employer's corporate website. Job seekers can post their résumés on CTHires while employers can post jobs and search the résumé bank for qualified candidates. The Virtual Recruiter component of CTHires allows individuals to save a job search and run it periodically to identify new job postings that match their search criteria.

From December 21, 2015, the date CTHires was implemented, to June 30, 2016, a total of 2,653 registrations from businesses were processed by CTHires staff. During this same period, employers posted 18,152 new Connecticut job openings, and jobseekers placed 4,037 new résumés into the system. In addition, 88,835 jobs were indexed from corporate websites. Indexing allows jobseekers to click on a job title and be taken directly to the job listing on the employer's website.

Also during the program year, 47,719 Wagner-Peyser participants received services (staff-assisted or self-service). A total of 143,458 staff-assisted services were provided and 25,225 American Job Center (AJC) customers benefited from a host of services including:

- Assistance with career choices and job searches;
- Job search resources (i.e., fax machines and computers with Internet connection);
- Workshops on résumé writing, interviewing, and career exploration; and
- Information about specific companies and labor market trends.

In addition, more than 6,248 individuals received résumé preparation services at CTDOL-sponsored events and AJCs. Résumé preparation services were provided by staff with board-certified credentials from the Professional Association of Résumé Writers (PARW). During PY15, CTDOL continued a training initiative which resulted in additional staff receiving PARW's credential, further enhancing both the professional development of staff and the quality of the résumés developed at AJCs.

Reemployment Services for Unemployment Insurance (UI) Claimants

While the Unemployment Insurance (UI) program delivers essential financial assistance to eligible individuals during periods of unemployment, Connecticut also has a multi-faceted strategy in place to provide reemployment assistance to UI claimants with the goal of helping them return to work. During PY15, CTDOL administered both the Unemployment Insurance Reemployment and Eligibility Assessment (UI REA) program and the Enhanced Reemployment Services (ERS) program as part of its strategy, and provided 17,380 UI claimants with job search assistance and information about specific companies and labor market trends.

CTDOL implemented the UI REA program statewide in five American Job Centers in October 2015. In addition to assisting UI claimants with their reemployment needs and providing early access to services that may help them return to the workforce faster, the UI REA program also addresses the detection and prevention of improper UI payments. Under UI REA, claimants reported to the Bridgeport, Hartford, Hamden, New London, and Waterbury American Job Centers to receive the following mandated services:

- UI eligibility assessment and referral to adjudication, as appropriate, if a potential issue is identified;
- Provision of labor market and career information specific to the claimant's needs;
- Registration with the state's job bank;
- Orientation to AJC services;
- Development and review of an individualized reemployment plan that includes work search activities, accessing services provided through an AJC or using self-service tools, and/or approved training;
- Referral to at least one reemployment service and/or training based on an assessment of the claimant's most critical need identified in the individualized reemployment plan.

Between September 25, 2015, when the first group of UI claimants were notified about reporting, and June 30, 2016, 8,428 initial UI REA appointments were scheduled, 6,126

appointments were successfully completed, and 5,164 claimants participated in a required reemployment activity.

During PY15, CTDOL staff also continued to focus on UI claimants served by the ERS program. ERS identifies UI claimants who are likely to exhaust their benefits, are unlikely to return to their previous occupations, and will need job search assistance services to make a successful transition to new employment. Orientation sessions were conducted for 2,034 ERS participants. Sessions included the provision of labor market information, career guidance, information on the state's job bank, an overview of AJC services, and details on UI benefit rights and responsibilities. Many ERS participants also benefited from more direct, individual employment services and training.

Business Services

Business Services helps Connecticut's employers to hire, train and retain workers by analyzing the needs of businesses and customizing solutions. Between July 1, 2015 and June 30, 2016, Business Services staff assisted employers with more than 496 employee recruitments attended by approximately 5,925 jobseekers.

The Incumbent Worker Training (IWT) Program provides employers with resources needed to invest in the state's workforce by upgrading employee skills, thereby helping businesses to remain competitive and avert layoffs. Employers are required to provide a 50% or greater match for each of these training programs, which included training in manufacturing, allied health, green technology, and other industries. This year, CTDOL provided approximately \$680,000 in IWT funds to 69 Connecticut employers, with 2,495 employees participating in these trainings. While Incumbent Worker Training Program legislation requires that a minimum of 50% of IWT funds be designated for new employers, CTDOL far surpassed this requirement, expending 89% of the funds on new employers.

Jobs First Employment Services Integration in the American Job Centers

The Connecticut Department of Labor (CTDOL) administers the Jobs First Employment Services (JFES) program which provides a host of employment-related services to recipients of Temporary Family Assistance (TFA), Connecticut's federally-funded cash assistance program for low-income families under Temporary Assistance for Needy Families (TANF). CTDOL administers the program in partnership with the Connecticut Department of Social Services and the five Workforce Development Boards (WDBs). The WDBs operate as intermediaries that subcontract with other organizations to provide direct services to JFES participants. These services are integrated in the American Job Centers around the state. In PY15, the WDBs coordinated an array of seamless case management and employment services for 13,293 TFA recipients enrolled in the JFES program.

In the spring of 2016, approximately 89 JFES staff received training on several different topics including Serving Customers with Cognitive Limitations, Presentation Skills, and Building Trust Between Case Managers and Participants. These trainings, coordinated by CTDOL's Jobs First Unit, were provided by a variety of subject-matter experts from outside the agency. One

training session served to enhance the skills of Jobs First program staff by providing them with new strategies to assist participants with cognitive limitations. Jobs First staff also received training designed to polish their presentation skills as they provide group activities to participants. CTDOL also coordinated training that will enable Jobs First staff to build trust with individuals who are participants in a mandatory program like Jobs First. Jobs First staff also received training from the National Association of Mental Illness which provided them with strategies to better serve participants with mental health issues.

In addition, CTDOL Jobs First Unit staff began working on building the Jobs First component of the CTHires electronic business system which will enable Jobs First case management staff and administrative staff to more accurately track the activities and successes of Connecticut's Job First participants. CTDOL JFES staff has worked closely with colleagues from the Workforce Development Boards and the Department of Social Services in coordinating the building of this new system.

Job Corps

Through Job Corps, youth have the opportunity to receive educational and career technical training, thereby gaining the skills needed to become employable, independent citizens. This federally-funded program offers both residential and non-residential placements for youth ages 16-24 (no upper age or income limits for those with disabilities). Youth receive intensive, wraparound services including recruitment, life skills training, social skills training, career and mental health counseling, basic health care, residential housing, a bi-weekly living allowance, an annual clothing allowance, driver education, on-the-job training, high school diploma and high school equivalency attainment, academic and career technical training, employability skills training, job placement and retention, and support services after graduation. On-site day care for children of non-residential students is also offered and students with disabilities are assisted with accommodations to be successful in the Job Corps programs.

Administered by the U.S. Department of Labor Employment and Training Administration, the success of Job Corps is largely due to the efforts of CTDOL, local Workforce Development Boards, state and local agencies, and other organizations, in collaboration with the Job Corps program operators. In PY15, CTDOL worked with other state and local agencies to provide a variety of services to support the goals of the centers and increase student participation and employability. Numerous workshops are provided on-site at Job Corps, career counselors are available at American Job Center (AJC) locations for Job Corps students to receive individualized services, and, on a regular basis, students visit the AJC to utilize available resources. CTDOL staff also works closely with program graduates and employers to make successful employment matches.

A variety of trades are offered at two Connecticut Job Corps locations. New Haven Job Corps Center offers Culinary Arts, Health Occupations (Certified Nursing Assistant, Clinical Medical Assistant, and Emergency Medical Technician), Facilities Maintenance, and Carpentry. Trades available at the Hartford Job Corps Academy include Business Technology/Insurance & Financial Services, Advanced Manufacturing, and Health Occupations (Certified Nursing Assistant and Clinical Medical Assistant). Students who qualify for the Advanced Career Training program are eligible to continue their education at local colleges and universities or

may transfer to another Job Corps Center that offers advanced training in the field of their choice.

During PY15, Connecticut's Job Corps students attained the following:

- 193 completed their trade
- 149 received high school diplomas
- 308 obtained third-party certifications

Job Corps Success

Deana Washington came to Hartford Job Corps Academy (HJCA) with a goal to prepare for and enter college by the fall semester. She also saw Hartford Job Corps Academy as an opportunity to develop herself personally and gain the confidence she felt she needed to be successful in order to live independently. In just a few short months, Deana overcame incredible obstacles, quietly became a student leader on campus, and realized many of her objectives, including bolstered confidence and a confirmed September 2016 start date at Manchester Community College.

Soon after entering the Insurance and Financial Services (IFS) trade at HJCA, Deana (pictured at right) earned her "Phase Four" card, a designation reserved for students who exemplify the six core values at HJCA. Although she volunteered for community service projects and tutored fellow students regularly, she did so without missing a beat during the training day. In fact, Deana completed the majority of the IFS coursework within sixty days of entering the class. She excelled in all her certification tests, earning her Internet and Core Computing (IC3) and Microsoft Office Specialist designations in short order. According to Certipoint, a credentialing organization for Microsoft, Deana has been named the 2016 State Champion for her performance on the exam.



Another accomplishment for Deana came about when United States Senator Chris Murphy's office contacted HJCA to see if a student might qualify as an intern for the senator. With her completed application and essay, and recommendations from a number of professionals at HJCA, Deana earned an internship in the senator's Washington, D.C. office---an exceptional achievement for any Job Corps student since most congressional interns are juniors or seniors in college or have graduated.

Youth2Youth (Y2Y) - Partners for Peace

Recognizing that violence, whether it is on-line, in the workplace, or at home, is a critical issue that youth must be equipped to understand, avoid, and address, Job Corps students nationwide created Youth2Youth (Y2Y) in 2015. This violence-prevention initiative, which is led by Job Corps students, is designed with three basic aims: to talk about violence and aggression in the Job Center students' communities, to empower one another to prevent violence and aggression, and to share their stories and talk about solutions.

In September 2015, students from seven of the Boston Region's Job Corps Centers, which includes Connecticut, attended a day-long conference sponsored by the Hartford Job Corps Academy as part of the national Job Corps' Youth2Youth: Partners 4 Peace. The conference topics aligned with Y2Y's mission to promote anti-violence initiatives both on- and off-center. By involving the community in Y2Y, students hope to further spread the campaign's anti-violence message and promote peace.

Jobs for America's Graduates

Jobs for America's Graduates (JAG) is a state-based, national program dedicated to preventing school dropout by youth who are most at risk. The program focuses on personal engagement and accountability, education and training needed for in-demand careers, and employment. JAG also includes mentoring, project-based learning, community engagement and twelve months of post-graduation follow-up.

The Hartford Consortium for Higher Education operates the JAG CT program which has been implemented in six high schools in the state – East Hartford, Manchester, and New Britain High Schools, New Britain High School Satellite Career Academy, and, in New Haven, James Hillhouse High School and New Horizons. During the 2015-2016 school year, JAG served 239 students who, on average, had seven program-defined barriers including low academic performance, excessive absences, inadequate or no work experience, lack of parental high school graduation, or other factors. The graduation rates for this class of participants varied from 73% to 95% across the six high schools.

Serving People with Disabilities

The Connecticut Department of Labor and the Departments of Rehabilitation Services and Social Services along with other state agencies and community-based organizations offer assistance and guidance on opportunities and options for individuals with disabilities. In addition, CTDOL serves as a member of the Governor's Committee on Employment of People with Disabilities. The Committee's mission of addressing the workforce development needs of individuals with disabilities is supported by CTDOL and remains a focus of the agency.

CTDOL is also a member of the Parents with Cognitive Limitations Workgroup which focuses on assisting professionals who serve parents with cognitive limitations so these parents can navigate the vast offering of services available to them. CTDOL is also a member of the statewide Disability Focus Group, which includes many other agencies such as the Department of Rehabilitation Services, Department of Developmental Services, State Department of Education, Capitol Region Education Council, local Adult Education providers, and others. This group plans the annual Conference on Serving Adults with Disabilities which will celebrate its 25th anniversary conference in April 2017.

CTDOL's website at www.ctdol.state.ct.us/gendocs/pwd.htm highlights a variety of disability resources for employers and jobseekers. This website was a collaborative project between CTDOL and the Governor's Committee on Employment of People with Disabilities and offers information on assistive technology, tax credits, workplace accommodations, and disability employment initiatives in Connecticut.

Disability Employment Initiative

In October 2013, Connecticut was one of eight states to receive a grant under the U.S. Department of Labor's Disability Employment Initiative (DEI). Awarded to CTDOL's Office of Workforce Competitiveness, the three-year, \$3,058,706 grant implements strategic approaches for enhanced employment services to individuals with disabilities in the public workforce investment system.

The Disability Employment Initiative builds upon previous CTDOL efforts, such as the Disability Program Navigator initiative, by hiring disability resource coordinators and case managers with expertise in disability and workforce issues to provide a full range of employment assistance, coordinate services, and leverage funding to meet the needs of job seekers with disabilities in the American Job Centers.

The grant requires the state's participation in an evaluation component to measure the impact of the project on outcomes for job seekers with disabilities. Random assignments were made to identify pilot and comparison workforce regions under the grant. The North Central and Northwest Workforce Development Boards (WDBs) are participating as the pilot regions, and the Eastern and Southwest WDBs are participating as the comparison regions.

The DEI also requires grantees' participation in the Social Security Administration's Ticket to Work Program to improve services to customers of the workforce system who also receive Social Security disability benefits. As the pilot WDBs under the grant, the Northwest Regional Workforce Investment Board and Capital Workforce Partners became active Employment Networks in the program, thereby expanding the capacity of the Connecticut workforce investment system to serve eligible beneficiaries.

The DEI grant provides for capacity-building efforts to serve jobseekers with disabilities through extensive staff training. In PY15, American Job Center staff received training on topics such as assistive technology, asset development, the integrated resource team service delivery model, and job development. Through the DEI, CTDOL collaborated with the Department of Rehabilitation Services and other state agencies and community organizations to hold a second Diverse Ability Career Fair. The event, held in October 2015 in downtown Waterbury, was as successful as the first, held in PY14. Thirty-seven employers participated, seeking to fill entry-level to advanced positions in a variety of industries such as manufacturing, finance, healthcare, retail, transportation, distribution, and education. More than 600 job seekers attended the event. A third Diverse Ability Career Fair was held in Hartford on May 17, 2016, and a fourth is planned for Waterbury in October 2016.

Serving Our Veterans

Funding from the USDOL VETS Program totaling \$1,884,000 for Program Year 2015 resulted in the following provision of services by CTDOL Veterans' Employment Representatives and Employment Services staff at American Job Centers in their respective Service Delivery Areas: 314 veterans were newly registered in the program, 1,558 distinct services were provided to

individual veterans, and 10,571 services were provided to all registered veterans. The following services were offered to eligible veterans and covered person(s):

- Employment assistance
- Veterans' preference
- Job search workshops
- Career coaching
- Résumé preparation
- Training opportunities
- Electronic tools:
 - Job & Career ConneCTion
 - Connecticut's Reemployment Portal
- Vet-related legislative updates/current events

In September 2015, veterans in need were provided services by CTDOL's Office for Veterans Workforce Development (OVWD) staff at Stand Down. This event, held annually at the State Veterans' Home in Rocky Hill, offered employment and training services, registration with the Office for Veterans Workforce Development, and referrals to supportive services, many of which service providers were present at Stand Down. Opportunities were available for veterans who are homeless, chronically unemployed, or having difficulty adjusting in society. CTDOL services included registration for employment services and assistance with résumé writing and on-line job searches.

In April 2016, OVWD sponsored its annual *Heroes4Hire* Career Fair. This event drew 126 employers and more than 1,000 veterans. In addition to having the chance to meet with representatives from companies with job openings, veterans were provided information on veterans' benefits, vocational rehabilitation, résumé critique assistance, education and career options, and career development guidance.

Also in PY15, OVWD staff continued working with the Oasis Centers program, which is operated through Connecticut's Board of Regents for Higher Education. Oasis Centers are located on the campuses of Connecticut universities, state and community colleges, and private colleges, offering a place where veterans who are students can gather and meet with state and federal benefit providers. OVWD staff provides veterans with labor market information and offers assistance with occupational exploration, research into education options, résumé and cover letter preparation, interviewing skills, and employment searches.

CTDOL's Office for Veterans Workforce Development, along with several other state, federal and partner agencies, were chosen by the U.S. Department of Veterans Affairs as the pilot state to create the first Community Veterans Engagement Board (CVEB). Its mission is to reach out to communities where veterans reside to identify supportive services that can be delivered within the state's many municipalities. Studies and surveys show that delivery of services within the community leads to higher enrollment by veterans requesting services. The Office for Veterans Workforce Development has participated in five public forum events in three of the five congressional districts to date, with two more planned for this coming fall. The CVEB will submit findings to the Department of Veterans Affairs for review and guidance for moving forward with the pilot.

CTDOL has created the Veterans Apprenticeship Board with OVWD as a member. Veterans may address the board to present their military training and experience in order to expedite their completion of the education and skills needed to test for licensing in the occupation or trade the veteran is pursuing for his/her civilian career. Veterans who are interviewed by the board will automatically receive 1,500 hours toward the licensure and certification. Additional hours for classroom work, hands-on training, and years of post-training work experience are taken into consideration in order to move the veteran closer to qualifying for testing and being granted their license.

Workforce Development Boards’ Innovative Practices, Challenges, and Exemplary Programs

(Summary information has been provided by Connecticut’s Workforce Development Boards.)

Northwest (Northwest Regional Workforce Investment Board)

Northwest Construction Careers Initiative

The Northwest Construction Careers Initiative (NCCI) continues to achieve significant success. The Northwest Regional Workforce Investment Board (NRWIB) was successful in securing a third EPA Brownfield Job Training Grant that will train 45 participants in environmental remediation technologies including lead and asbestos abatement. The program strives to achieve outreach and recruitment of residents in the Northwest region for career opportunities in the construction building trades and construction-related industries. The system brings together community-based organizations, direct-services providers such as the American Job Center in Waterbury, the local school systems, the building trades, and other community groups to achieve specific goals. The expansion of natural gas lines throughout the region has seen the development of an effective partnership between the NRWIB and Feeney Brothers Utility Services. Feeney Brothers has hired over 16 NCCI graduates during PY15 and utilized the NRWIB’s computer training lab to upskill and certify many of its new employees.

The NCCI operates as a program within the NRWIB; the Board administers the City of Waterbury’s Good Job Ordinance, a local hire ordinance that requires contractors on publicly-funded construction and construction-related projects to employ at least 30% of Waterbury residents on project crews. The NRWIB also serves as the City of Waterbury’s Section 3 Administrator for the city’s HUD projects. This has allowed NCCI to achieve a participant job placement rate for participants of over 95%.

Finishing up its current EPA training grant, the NCCI staff coordinated two rounds of Brownfield Job Training during PY15; of those two rounds, 38 participants successfully completed the intensive five-week training and all have secured employment. Several rounds of Asbestos, Lead and Hazwoper refreshers and OSHA classes were held, serving close to 300 participants during this time. In total, NCCI staff assisted in securing 88 job placements during PY15.

Disability Employment Initiative

The Northwest Regional Workforce Investment Board continues to exceed all benchmarks set for its goals under the federally-funded Disability Employment Initiative (DEI) grant awarded to the Connecticut Department of Labor. Through the Initiative, job seekers with disabilities, including Social Security disability beneficiaries, received employment assistance and coordinated services in the American Job Centers (AJC). DEI grantees were required to participate in the Social Security Administration's (SSA) Ticket to Work Program to expand the options available for Social Security disability beneficiaries to access the services and supports necessary to obtain, regain or maintain employment, and become financially independent while still retaining Medicare or Medicaid. The NRWIB, therefore, was established as a Ticket to Work Employment Network (EN), an entity approved by SSA to serve those receiving Social Security disability benefits who have a "ticket to work." A "ticket" is assigned to the EN designated to work with an individual and the entity receives payments from SSA when the ticket holder gains employment and at various benchmarks.

DEI outreach efforts in the region resulted in a significant increase in the number of persons with disabilities making use of AJC resources and enrolling in Wagner-Peyser and WIOA. Fifty-five customers obtained employment as a result of the DEI effort in this WDB area and, in addition, the Northwest Regional Workforce Investment Board contracted for 8 new "tickets," bringing the total "tickets" held to 42 for individuals participating in the Ticket to Work Program.

"Diverse Ability" Career Fair

On October 29, 2015, the Connecticut Department of Labor, Department of Rehabilitation Services, and the Northwest Regional Workforce Investment Board sponsored a statewide career fair, "*Diverse Ability*," in Waterbury. All jobseekers, with and without a disability, were welcomed to the event. Thirty-nine employers were represented at the fair while over 170 potential employees attended, with approximately 100 self-identifying as individuals with disabilities. Over seventy-five jobseekers participated in résumé critiques and interviewing skills workshops.

STEP UP

The Northwest Regional Workforce Investment Board promotes the State of Connecticut's STEP UP program to employers throughout the Northwest region and, throughout PY15, issued 135 STEP UP agreements with several different companies. This was a little less than last year as funding was limited. The success of this effort can be attributed largely to the collaborative efforts of the NRWIB staff, CTDOL and Chambers of Commerce within the region. The partnership with the Department of Labor's Waterbury staff and its Veterans' representatives has also been integral to the Veteran's portion of the Step Up program. Of the 135 STEP UP agreements written, 35 were for STEP UP Manufacturing, 76 were for STEP UP Subsidized Employment, and 24 were for STEP UP Armed Services. As was the case in the prior program year, employers in the region applaud the program and agree that without these funds, hiring would remain stagnant.

Ex-Offender Program

The NRWIB worked closely with the Connecticut Department of Correction and its Commissioner, Scott Semple, to develop a small, but innovative, pilot program with the Willard-Cybulski Correctional Institution. Four inmates who were nearing release began training at the Manufacturing Alliance Service Corporation and earned National Institute of Metalworking Skills - Level 1 Manufacturing certifications. Two of the participants were hired upon release by local manufacturers. It is anticipated that their employment will help to reduce the likelihood of recidivism. This pilot is expected to receive additional funding during PY16.

Youth

The NRWIB funded eight youth programs for PY15, four in-school and four out-of-school programs. The Workforce Achievers Value Education (WAVE) program at Naugatuck Valley Community College and the Team Success program at Northwestern Connecticut Community College are both WIOA-funded programs; during PY15, through the collaboration of these two programs, 11 youth participants achieved their Associate's Degrees. All 11 have moved on to four-year colleges that include Central Connecticut State University, Western Connecticut State University, Wesleyan University, Southern Connecticut State University and University of Connecticut. Each of these programs offers a unique integration of services and has resulted in the attainment of educational credentials and employment for nearly all participants in the program. The academic guidance, skill-building and individual support the students in WAVE and Team Success received contributed to these successful outcomes. In addition to the Associates Degrees earned, there were an additional 11 participants who attained occupational skill certificates. These occupational skill certifications were offered through Western Connecticut Regional Adult & Continuing Education (WERACE) and Goodwill Industries. In all cases, these youths were able to secure gainful employment in fields such as nursing assistants, medical assistants, patient care technician, and in retail settings.

As in past program years, the WDB's Summer Youth Employment program was a great success with 630 youths served throughout the region's 41 municipalities. The program offered work-based learning opportunities at many different worksites and efforts were made to place youth at worksites that matched their interests to ensure a positive work experience. Of the 630 youths, 595 participated in the six-week programs offered through Connecticut Youth Employment funding; an additional 35 youths received services funded through the Department of Children and Families. The Board's contractors for the Summer Youth Employment Program were: Gear Up/NVCC, Waterbury YMCA, Waterbury Hospital, New Opportunities, Waterbury Police Activity League, Newtown Public Schools, and Youth Services for the towns of Wolcott, Danbury, Torrington, and Waterbury. Worksite assignments for the youths were in both the private and public sectors.

Twenty-two of the WDB's in-school youth participants attained their high school diplomas and all will be continuing on to receive post-secondary education. The in-school contractors for the WDB included the Connecticut Collegiate Awareness and Preparation (ConnCAP) Program at Naugatuck Valley Community College (NVCC), Waterbury Youth Services, Waterbury Police Activity League, and Northwestern Connecticut Community College.

Waterbury Mayor Neil M. O’Leary presented Mayoral Citations to three WIOA youth participants. The young ladies, students at the Waterbury Career Academy High School, served as both year-round youth participants and summer interns with the Waterbury Health Department as part of the WIOA - funded Waterbury Police Activity League’s “Tomorrow’s Leaders” Program. Daiana Lilo, Ramona Ramsarran and Danielle Morring (pictured left to right with Mayor O’Leary) furthered their interest in health and social services careers when they studied childhood obesity in Waterbury. The three submitted a grant application to the Connecticut Community Foundation that would allow them to create an infographic offering solutions to this widespread problem.



Youth Financial Literacy

During PY15, the NRWIB and Junior Achievement (JA) formed a dynamic partnership. Together, the two delivered financial literacy, workforce readiness, and entrepreneurship skills to the region’s youth participants. Junior Achievement offered in-school and out-of-school youth the chance to gain real life experience, outside the traditional classroom setting, through JA’s basic financial literacy curriculum.

The NRWIB hosted the “Financial Reality Fair” on July 21, 2015 to provide financial literacy to out-of-school and in-school WIA and WIOA youth participants. The event was sponsored by the FD Community Federal Credit Union, the Credit Union League of Connecticut, Northwest Regional Workforce Investment Board, Naugatuck Valley Community College, and Workforce Connection. The “Financial Reality Fair” put youth in real life situations through interactive participation where they were required to learn how to budget based on the salary of the career of their choice. To make the lesson further challenging, a level of indebtedness was factored in as a starting point.

Southwest (The WorkPlace)

Platform to Employment (P2E)

Recognizing that not all jobseekers have the same needs or face the same barriers, Platform to Employment (P2E) creates pathways to job opportunities by offering a five-week preparatory program for jobseekers that includes skills assessments, career readiness workshops, employee assistance programs and more. In 2015, P2E completed its second year as a statewide program in Connecticut, with participants attending in Bridgeport, Waterbury, New Haven, Hartford, and the Norwich area. Program partners included the Connecticut Department of Labor and all five of the state’s Workforce Development Boards.

P2E, a nationally recognized solution in helping the long-term unemployed get back to work, also assists jobseekers improve their outlook and approach to job search by rebuilding confidence and hope, which are often lost as a result of extended unemployment. Career coaches work with participants to leverage their professional experience and develop job search strategies.

Upon program completion, P2E helps participants find open positions at local companies and provides a four-week, paid work experience. The work experience becomes an extended interview where there is no risk to the employer and participants are given an opportunity to demonstrate they can do the job. The expectation is that if the company is satisfied with the performance of the candidate, a full-time job will ensue.

Platform to Employment had a very successful year. Eighty-four percent of program participants that completed the preparatory program were placed in a work experience position. Of this population, eighty-eight percent were hired by employers.



P2E participant Walter Bernier successfully completed the program.

Mortgage Crisis Job Training Program

Created by the Connecticut state legislature in 2008, the Mortgage Crisis Job Training Program (MCJTP) is managed by The WorkPlace, in partnership with Connecticut Housing Finance Authority (CHFA), Capital Workforce Partners, and Connecticut's workforce development system. The MCJTP, which offers no cost services to participants, plays an important role in foreclosure prevention by helping borrowers develop career goals and increase job skills and by providing access to resources to become more financially stable. This model, tailored to the needs of individual participants, also offers assistance in creating family budgets and financial plans.

To date, MCJTP has helped more than 3,000 avoid foreclosure and hundreds of participants have received occupational training, found new jobs, and increased their income. In PY15, almost 300 homeowners were enrolled, 117 participants completed training and 94 participants earned a recognized license or certificate. The program set a record with 106 participants employed in a new or second job. Of those employed, 72 participants earned more than they did in their previous job.

One of the many Mortgage Crisis Job Training Program success stories includes Lashawnta Hasty (pictured here), a single mother from Stratford, who enrolled in the program after she fell behind on her mortgage payments. Ms. Hasty was working, but not making enough to pay all of her bills. Due to her experience working in the medical field, she was encouraged by a MCJTP Program Specialist to complete ICD-10 medical coding training. Upon successfully completing the training, she became an industry-certified coder. With her new credential, Ms. Hasty obtained employment as a contracted coder with a local business and, several months later, was hired as a full-time employee with full benefits at the company. With her increased income, she was able to modify her loan and keep her home.



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Health CareRx Academy

During PY15, The WorkPlace continued to cultivate a pipeline of health care workers to meet the needs of employers in southwestern Connecticut. Through a variety of programs, The Workplace has established strong ties with area hospitals and health care providers over the years, which gives the board ongoing insight regarding their workforce needs. One such program is The Southwestern Connecticut Health CareRx Academy, a broad partnership of healthcare providers, educators, trainers and community-based organizations offered by The WorkPlace since 2011.

Created with nearly \$10 million in funding from the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Labor (USDOL), the Academy's mission is to increase the number of long-term unemployed and low-income individuals trained and prepared for positions such as Cardiovascular Technician/Technologist, Certified Nursing Assistant, Dental Assistant, EMT/Paramedic, Health Information Specialist, Medical Billing & Coding, Patient Care Technician, Radiation Therapist, Registered Nurse, and many more.

In PY15, the Health CareRx Academy received a second round of funding from HHS under the Health Profession Opportunity Grant to continue offering healthcare career pathways for low-income individuals through 2020. This opportunity will serve up to 300 students per year, giving participants the potential to achieve stacked credentials and employment in the healthcare industry. This additional funding allows for the expansion of career pathways, to include Associate's Degree programs in area of studies such as Medical Assistant and Registered Nurse.

The Academy served over 200 low-income students in the WDB area in PY15, enrolling 50 new students while continuing to serve students from the prior program year. All newly-enrolled students completed Foundation Skills Workshop Week, a seven-day pre-training session. In PY15, 40 students moved on to a health care training program, while 49 new and prior year students completed training, resulting in an overall 85% completion rate. Of the 91 Health CareRx Academy completers, which total reflects those who utilized Academy services including Foundation Skills workshops, paid internships, or job placement services, 73% entered training-related employment.

Youth

Summer Youth Earn & Learn Employment Program

Four hundred and sixty-one youth, from age 14 to 21, participated in The WorkPlace's Summer Youth Earn & Learn Employment Program (SYELEP) in 2015. This program offers youth in southwestern Connecticut the opportunity to earn wages while gaining meaningful work experience and educational opportunities.

The program begins with one week of work readiness training that is designed to prepare youth and young adults to meet employer expectations on the worksite. This program emphasizes positive workplace behavior and protocols, professionalism, and workplace rights and responsibilities. Youth also learn valuable life skills via topics that include self-confidence, respecting self and others, enthusiasm and attitude, teamwork, and personal responsibility.

Funding for the program was provided by the Connecticut General Assembly through the Connecticut Department of Labor, the Department of Children and Families, and Bridgeport Public Schools. Participants worked at government and non-profit agencies, area businesses, hospitals, summer camps, and sports venues. The participating youth worked an average of 20 hours per week, earning \$9.15 per hour, for up to seven weeks.



Youth participant Michelle Colon (left) gained business and retail experience at a maternity and baby goods “swap” shop in Fairfield. She is pictured with shop owner Gabrielle Fludd.

Year-round Youth Program

The WorkPlace's YouthWorks division offers comprehensive youth development programs designed to prepare youth with skills to help them secure and retain employment or go on to post-secondary education. In 2015, The WorkPlace funded a foundational skills training program for out-of-school youth at Career Resources, Inc. This program, commonly referred to as the iPad Academy, encourages forward-thinking, planning and introspection. It is designed to encourage participants' self-development, promote career exploration, and provide work readiness skills.

The curriculum includes personal and career goal setting, career interest surveys and assessment, educational remediation, financial literacy, and customer service training that prepare participants to earn the National Professional Certification in Customer Service. Participants develop a portfolio that contains the results of their career interest survey, labor market research, résumé, cover letter, and LinkedIn profile for use in future employment opportunities.

iPads are an integral tool for the program. Participants use them to complete homework assignments, conduct labor market research, create presentations, research job opportunities and submit applications. They also learn how to navigate the Internet to find relevant information.

Participants show an increase in self-awareness after completing the program. They leave with new and broader perspectives and commitment to improving their lives. Participants have defined next steps following completion. Some secure employment, others continue on to additional training or pursue college or paid internship while seeking employment.

Platform to Employment for Youth (P2E Youth)

A Platform to Employment for Youth Program (P2E Youth) pilot was launched in November 2015. The program is modeled after The WorkPlace adult Platform to Employment Program and funded by private foundations. P2E Youth is designed to provide participants with an intense job preparation program which emphasizes the soft skills they need to successfully secure and retain employment.

The program provides work readiness skills including soft skills, career planning, job search assistance and the opportunity for paid work experience. A significant amount of time is spent on mock interviews to help participants gain self-confidence. Additionally, P2E Youth offered activities that emphasized personal and professional development. Participants identified their individual strengths and weaknesses and created their career plan and job search portfolio. The program is filled with a variety of interactive activities that help participants improve their communication skills and develop their self-confidence. A paid internship is an option for participants, but most continue on to occupational training.

Early indications are that the leadership and professional development training components had the most positive impact on participants. The P2E Youth program helps participants who are economically disadvantaged embrace new ways to look at the world. Those participating quickly learn that job search requires commitment and hard work.

Eastern (Eastern CT Workforce Investment Board - EWIB)

Manufacturing Pipeline Initiative

The Manufacturing Pipeline Initiative is the cornerstone of the regional workforce strategy, driven by a strong collaboration amongst community stakeholders such as the Eastern CT Workforce Investment Board (EWIB), employers in the Eastern Advanced Manufacturing Alliance (EAMA), community colleges, the technical high schools, the state Department of Labor (CTDOL), and various other state and federal agencies. The purpose of the Pipeline Initiative is to implement training programs to enable both the unemployed and underemployed to enhance their basic and job-specific skills, and match those skills to the hiring needs of regional manufacturing employers. The effort will create a labor supply chain for anticipated large staffing needs in manufacturing over the next decade.

In PY15, the Pipeline Initiative realized substantial progress, which included receiving financial support via a four-year, \$6 million Workforce Innovation Fund (WIF) grant from the U.S. Department of Labor (USDOL). The grant stipulates the Pipeline Initiative will train 450 individuals over the next three years in various manufacturing job trades. As implementer, EWIB organized various planning activities, including a task plan to itemize the necessary actions of each stakeholder to execute the grant. EWIB also oversaw the construction of a web portal to facilitate interested jobseekers to electronically apply to the training programs. The response has been very strong, with 1,200 individuals enrolling in the portal in five months. Finally, the Manufacturing Pipeline Initiative sub-committee, sanctioned by the EWIB Board of Directors, approved the training curriculum and facilities for the program. The successful completion of these planning activities was recognized by USDOL with an accelerated approval to start the training classes ahead of schedule, in April 2016.

By the end of PY15, two training cohorts had been completed, with 30 individuals receiving the skills training as well as job offers from employers. Class participants as well as educational providers, employers, and program evaluators have expressed very positive feedback, and the Pipeline Initiative has gained recognition in the media as well as from various federal and state dignitaries as a model workforce development program. With additional classes scheduled for PY16, the Pipeline Initiative is realizing a fast start to meeting its purpose and obligations under the WIF grant. EWIB and its partners expect a continual schedule of classes for the next three years. While the initial two classes were targeted to machinists given employer demand, future cohorts will expand to welders, carpenters, painters, and other trades.

Early College Opportunity Programs

The Early College Opportunity Program (ECO) was officially launched in the region with the first class of freshmen in the fall of 2015. This program replicates the IBM model in Brooklyn, New York, and was fueled by the projected needs of area employers such as Electric Boat and the Eastern Advanced Manufacturing Alliance (EAMA). Sixty-two students enrolled in the regional ECO programs conducted in the New London and Windham school districts.

Sponsored by the Connecticut Board of Regents for Higher Education, ECO provides economic and educational opportunity for students who choose to pursue a different path than a four-year college program. Participating high schools and colleges offer a curriculum that aligns

classroom learning to emerging workforce needs at advanced manufacturers. Program participants will eventually receive a diploma and mentor guidance from area employers. Graduates will be considered for full-time positions at both Electric Boat and the 52-member companies that make up the Eastern Advanced Manufacturing Alliance that participate in the program.

EWIB serves as a program intermediary to encourage and recruit industry representatives, provide lessons learned from youth employment programs, and ensure that industry needs are being met. The program benefits from high engagement by regional employers who donate both time and resources. A \$160,000 four-year, philanthropic gift was provided to the Eastern region program by the Jeffrey P. Ossen Family Foundation. This generous donation will cover additional services for students, such as transportation for company tours and staffing to connect EAMA employers to the initiative.

Healthcare Pipeline Initiative

Healthcare has been the fastest growing sector in the Eastern region over the past decade. Despite the significant job losses suffered as a result of the Great Recession several years ago, healthcare jobs in the region continued to grow, acting as a foundation to the local economy. Looking forward, aging demographics in the region and nation as a whole suggest that healthcare will continue to be a vital sector to regional economic growth into the next decade.

Given the success of the Manufacturing Pipeline Initiative, the EWIB Board of Directors approved a Healthcare Sub-Committee with a two-fold purpose:

- Administer the \$7.5 million Health Profession Opportunity Grant (HPOG), a five-year grant from the Department of Health and Human Services, awarded in October 2015 to EWIB and other WDBs in the state; and
- Determine the in-demand healthcare jobs in the future, and ensure the education system training programs are in place in the region to service that demand.

The Sub-Committee was formed in November 2015 to include regional healthcare employers, the community colleges, and EWIB. Since its inception, the Sub-Committee has interviewed regional employers to catalogue the functions anticipated to be in demand within the regional health care sector over the next decade. The team has also engaged Monster, the global job search firm, to research the in-demand jobs in the past 18 months as a means to corroborate the input provided by the employers. Finally, the Sub-Committee has begun to review the educational curriculum of local colleges to ensure their programs align to the anticipated job openings and the skills required by employers. The Healthcare Pipeline Initiative will continue into PY16 as yet another cornerstone to the regional workforce development strategy.

On-the-Job (OJT) Training Services

While the HPOG and WIF grants boosted workforce efforts in the region, they complemented other successful, existing programs such as OJT, an incentive that helps jobseekers get hired. OJT, which has historically borne very positive results for both jobseekers and employers in the region, continues to be funded via sources including WIOA (Adult and Dislocated Worker), H-1B, Job Driven, Ready-To-Work, and sector grants.

EWIB's Business Services Team promotes OJT efforts by working collaboratively with the AJC staff to match job openings at area employers with interested, eligible jobseekers. The EWIB job developer assists the employer in creating a training plan that outlines the skills training to be provided, and establishing the OJT employee's salary, which is subsidized by the program during the training period.

Work-based training in the Eastern region has primarily focused on advanced manufacturing and STEM occupations, and resulted in 163 jobseekers receiving training and employment in PY15.

Youth

Summer Youth Employment Programs (SYEP)



Youth participant Wendy Hernandez provided patient care.

Four hundred twenty-five students and young adults took part in the Eastern CT Workforce Investment Board's summer employment program in 2015. The program was funded by grants from the federal and state governments, as well as through philanthropic donations from various community groups contacted by EWIB. For 2015, \$64,000 in donations was provided by philanthropic sources such as the Chamber of Commerce of Eastern CT, many local banks and credit unions, charitable foundations, and private businesses. The contributions allowed the region to provide job opportunities for those youth who would otherwise have remained on a waiting list.

The majority of youth participated in six-weeks of paid work experience, at various worksites around the community. There were over 140 public and private worksites throughout 33 towns in the region, with experiences that included medical records management, patient care, clerical, recreation, library aide, museum aide, maintenance, customer service, technology assistance and computer repair, to name a few. The program successfully provided opportunity and experience for these youth to develop workforce skills to benefit their future employment possibilities.

North Central (Capital Workforce Partners)

Disability Employment Initiative

In PY15, more than 10% of WIOA Adult participants and 2% of Dislocated Workers reported having a disability at intake, an increase from PY14 levels. The Disability Employment Initiative (DEI) provides the opportunity to expand services to customers with disabilities. Through DEI, the Disability Specialist in the American Job Center works closely with WIOA Career Agents to ensure that customers receive the accommodations they need to be successful, and to ensure that the resources of the vocational rehabilitation and workforce systems are coordinated through an Integrated Resource Team process.

In PY15, 18 recipients of SSI and SSDI assigned their "Tickets to Work" to the Capital Workforce Partners Employment Network; 7 of those 18 ticket holders were working as of June

2016. This was great progress toward the goal of increasing the participation of SSI and SSDI beneficiaries in the American Job Center system.

Also during PY15, Capital Workforce Partners partnered with CTDOL and other agencies to host the Diverse Ability Career Fair, which was a great success. The career fair was open to all job seekers, the majority of whom were individuals with disabilities, in an effort to help employers diversify their workforce. Forty-three employers participated and approximately 450-500 job seekers attended. Several attendees left the event with job offers in hand, and several had follow-up interviews scheduled.

Free to Succeed: Ex-Offender Retention Initiative

Capital Workforce Partners' Free to Succeed operates within the American Job Center with the goal of assisting former offenders to secure and retain employment. During PY15, 173 individuals were served, with a short-term retention rate of 88%; the two-year retention rate was 77%. The program provided critical supports to ensure that newly employed ex-offenders were successful on the job and retained employment. WIOA funds are matched with private dollars received from the Beatrice Fox Auerbach Foundation Fund at the Hartford Foundation for Public Giving. Retention services included assistance with the pardon process, housing, driver's license restoration, transportation expenses, career planning, and obtaining professional clothing. Program staff blend and braid resources with supports that include Department of Rehabilitation Services for individuals with disabilities, Child Support Enforcement for deferral of child support payments and CTDOL's Work Opportunity Tax Credit. In addition, referrals were made to substance abuse services, family reunification programs, emergency fuel assistance, and to legal aid for assistance with the pardons process.

Workforce Star

Daniel Rivera capitalized on every opportunity afforded to him through the American Job Center. He used the On-line Learning Center, earned certifications through the Masonry and Construction training at the Jobs Funnel, and received retention services through Free to Succeed. Daniel was also awarded a Certificate of Employability from the Department of Pardons and Parole. He continues to expand his dreams of being a better citizen in our community and a positive influence in his family as a son, brother, husband, father and grandfather. He is now a role model, coach and teacher to young people and others in the community and has been employed full-time since being released from incarceration. He was awarded CWP's Workforce Star in PY15 for his exceptional efforts.

Entrepreneurial Training

The Business Roundtable is an intensive, eight-week program designed for those seriously considering starting their own business. The program offers participants a very realistic viewpoint of what it would be like to own and operate a business. Key components include a weekly peer advisory board, individual coaching, vetting participants' business ideas, and discovering best practices.

The program covered several different aspects of starting a business. Three hours per week were dedicated to each topic in a structured, facilitated, confidential "think tank" type of forum

that allowed each participant ample opportunity to work on his or her specific business idea. Skill building was offered in eight different areas along with a highly interactive approach to vetting ideas and discovering the best practices for the entrepreneur's particular idea. The program also offered a weekly peer advisory board, specific skill building, and individual coaching. Program topics include:

- Identifying the Right Business For You And How To Set It Up
- Creating a Product Or Service That the Marketplace Wants
- Marketing and Positioning
- Sales Plan
- Strategic Planning and Realistic Business Goals
- Financial Planning and Strategy
- Process and Procedure
- “Ask the Entrepreneur” Panel Discussion

The program is facilitated by an Executive Coach who maintains a long-term relationship with participants to provide networking opportunities and support.

Program Year 2015 participant Lorenza Christian invested what he learned through the Business Roundtable to transform his passion for urban farming into a business, “CT Collards – An Urban Farm.” He is implementing his vision of building a rustic, traditional organic farm to provide easy access to healthy food in Hartford using the tools and strategies he acquired through the Business Roundtable at the American Job Center. Lorenza was able to create a sustainable business plan, one that is expected to yield solid, reliable income throughout the year as well as result in sustainability for the farm itself. In addition to growing vegetables and herbs, Lorenza wants to create an all-natural environment that includes non-traditional aquaponics – where fish live in an all-natural pond and feed on the plants which filter the water for the fish. And he wants to do this right in the heart of Hartford. The plans are in place, the land has been secured, and he is already on the career pathway to success.

Secure Jobs CT

The Secure Jobs CT initiative, which is led by Capital Workforce Partners (CWP), is designed to improve and increase access to the workforce system by families who are transitioning from homelessness. Offered through a partnership between the American Job Centers, Community Health Resources, Journey Home, and CWP, Secure Jobs CT serves parents who have left shelters with their children through the Rapid Rehousing Program. Participants work with the American Job Center to develop employment plans that will lead to full-time employment. This pilot program was created to provide more support for “at-risk” households. These families need to be stabilized quickly and need more supportive services than others. Fifteen families were served in PY15, and four entered employment as of June 2016. In addition to individual career planning, participants received supports including transitional child care, car repairs, work attire, reinstatement of driver's licenses.

Youth

Capital Workforce Partners' Workforce Innovation and Opportunity Act (WIOA) youth program, by design, connected out-of-school and out-of-work youth, ages 18-24, to a career pathway program. Each pathway offered basic skill training, occupational training, and paid

work experience connected to in-demand industries including health care, manufacturing and construction. In PY15, 238 out-of-school youth, ages 18-24, received training in the following programs:

<u>Program</u>	<u>Provider</u>	<u>Certification(s)/Opportunities</u>
Pathways to Careers	Our Piece of the Pie	-National Retail Federation Certificate in Customer Service -College credit-certificate in manufacturing OR credit-free certificate in health care OR certified insurance consultant in property and casualty
BHEST (Blue Hills Employment Skills Training)	Blue Hills Civic Association	-National Retail Federation Certificate in Customer Service -College degree OR credit-certificate OR credit-free certificate in health care
Opportunity Youth Program - Construction Trades	Center for Latino Progress	-National Retail Federation Certificate in Customer Service -Green Tradesman Certificate -Fire Watch -Scaffolding User/Dismantler examinations -Weatherization -EPA Lead Renovation -Repair and Painting Rule -Weatherization: Builders Performance Institute (BPI) certification
Chrysalis Opportunity Youth	Chrysalis Center	-ServeSafe Certification -Food Handler Certification -Fork Lift Certification -OSHA 30 -National Retail Federation Certificate in Customer Service
Fo'Real	Opportunities Industrialization Center	-National Retail Federation Certificate in Customer Service -ServSafe Certification
Career Jobs 4 YOUth	Human Resources Agency	-ServSafe Certification -First Aid/CPR Certification -Manufacturing college credit-free Program
ULGH Career Pathway Program	Urban League of Greater Hartford	-National Retail Federation Certificate in Customer Service -OSHA 10 -Solar Panel Installation

YouthBuild

In 2014, Capital Workforce Partners was awarded a \$1.1 million grant from the U.S. Department of Labor, which was matched with \$275,000 from Habitat for Humanity, to enroll and train 70 youth who are not connected to school or work. The program has set the goals high to connect otherwise “disconnected” 18-24-year-olds back to education and or jobs. It is expected that participants will:

- earn industry recognized credentials;
- earn a GED or equivalent;
- achieve literacy and numeracy gains;
- advance to post-secondary education,
- obtain registered apprenticeship or employment;
- retain education or employment for a minimum of 6 months; and

It is also expected that the recidivism rate for these participants will be less than half the national average for court-involved youth.

As of June 30, 2016, YouthBuild New Britain served a total of 46 young adults. All students were involved in the building of three single-family, affordable houses which are now fully occupied by low-income families in New Britain. Partners and collaborators in this project include: the City of New Britain (access to worksites and participant recruitment); Finishing Trades Institute of Southern New England (hands-on occupational training); Hartford Area Habitat for Humanity (lead in the construction of the five single family homes, including needed resources); New Britain Adult Education (I-BEST curriculum developer) and the Human Resources Agency of New Britain (case management, placement and retention). Capital Workforce Partners serves as project lead and fiscal agent.



Hartford Opportunity Youth Collaborative

Capital Workforce Partners serves as the backbone organization for Hartford Opportunity Youth Collaborative (HOYC). Chaired by Mayor Luke Bronin, leaders in education, youth development, and workforce development work together to address the needs of participating youth (ages 18-24). Approximately 40 organizations, state agencies, and coalitions are involved and meet on a regular basis; 24 MOUs are in place, committing the collaborative to sustained engagement. Program staff continues to strengthen the membership, building a collaboration that is inclusive and representative of key sectors and ensuring that youth participating in the Hartford Opportunity Youth Collaborative are a priority in Hartford.

Capital Workforce Partners, on behalf of HOYC, received a three-year Social Innovation Fund (SIF) award from Jobs for the Future to provide post-secondary bridging to youth (ages 18-24). Youth participating in SIF receive educational guidance, tutoring, support services and career

exploration to ensure enrollment and success in post-secondary training. SIF is aligned with WIOA programming and participants are referred to WIOA Youth providers to continue career pathway services that lead to employment and advanced training in high-demand industries.

South Central (Workforce Alliance)

An American Job Center at New Haven Correctional Center

On February 1, 2016, Workforce Alliance opened Connecticut's first American Job Center (AJC) within a jail---at the New Haven Correctional Center (NHCC) at 245 Whalley Avenue---with plans to serve 175 inmates with six or less months remaining on their sentence. During this 18-month project, which is funded by the U.S. Department of Labor Employment and Training Administration, Job Center staff ensure inmates re-enter society with a career and training plan, or, in many cases, with direct entry to employment. Based in large part on the success of Workforce Alliance's Next Steps Re-Entry program, which has a proven record of success placing ex-offenders into employment, the AJC at NHCC project is one of twelve Linking to Employment Activities Pre-release (LEAP) grantees under the Reintegration of Ex-Offenders (REXO) initiative.

Next Steps

During PY15, Workforce Alliance's ex-offender re-entry program, Next Steps, served 205 individuals and made 120 job placements, with an average wage of \$11.79 per hour. Next Steps has given hundreds of ex-offenders the skills and confidence to obtain jobs, retain employment and overcome recidivism. Next Steps has become a model for preparing individuals involved with the criminal justice system to be ready to get and hold a job. The program encourages positive behaviors, engaging with community and family support systems, lifestyle and attitude changes, and many other approaches that keep program participants out of prison and in the workforce. Workforce Alliance's team provides participants with a range of information and teaches techniques that go far beyond job search---accountability, personal preparedness for the workplace, and the basics of finding and keeping a job are all emphasized.

H-1B Grant: Technical Skills Training Initiative

The Technical Skills Training Initiative successfully completed in March 2016, having provided incentives to help employers fill high-tech positions from Connecticut's talent pool. Funded by application fees employers paid to hire foreign workers with H-1B visas, the Technical Skills Training Initiative offered on-the-job training (OJT) with a 50%-75% reimbursement of wages during the training of underemployed or long-term unemployed workers in advanced manufacturing, engineering and information technology jobs. Workforce Alliance, and its partner, the Eastern CT Workforce Investment Board (EWIB), pre-screened qualified candidates in order to shorten the search time to fill jobs.

In all, 531 jobseekers were served, about half of whom were unemployed and half of whom were seeking advancement into a higher-level job. This initiative was exceptional in that the average wage was \$21.65 per hour during the OJT, with almost 70% of individuals who were previously unemployed entering unsubsidized employment.

H-1B 2.0: Ready to Work

Riding on the success of the first H-1B-funded program, Workforce Alliance developed the Ready to Work program. Now in the second of four-years, this \$5.5 million grant, in partnership with the Eastern CT Workforce Investment Board (EWIB), places workers with related experience and/or education into on-the-job training that enhances their skills in high-skilled IT, engineering, and advanced manufacturing. Ready to Work participants must be underemployed or long-term unemployed (6 months or more). To date, Ready to Work has placed 287 people through on-the-job training contracts that reimburse the employer 50 to 75 percent of the new hire's hourly wage during training. Employees also receive résumé preparation, interviewing and other job-seeking preparation and assistance. Businesses located anywhere in Connecticut may participate.

Accelerating Connections to Employment (ACE)

The ACE program concluded in March 2016. Two grants totaling \$1.49 million from the U.S. Department of Labor, with support from the Annie E. Casey Foundation, provided free workforce training via a partnership between the board and Gateway Community College's non-credit division, Gateway's Resource, Education, and Training (GREAT) Center. The program embedded basic skills training in the program, along with occupation skills training. Trainees were randomly selected from pools of eligible candidates who met screening measures that included CASAS test scores, educational attainment, and an interview, among other criteria. Internships, job placement support, and long-term career navigation were also critical to the success of the program. ACE-funded trainings included Patient Care Technician, Community Health Worker, Professional Food & Beverage Server (WaitPro), Small Engine Repair & Technology, and IT Help Desk Trainee (with CompTIA A+). ACE concluded having enrolled 190 trainees, of which 144 completed training and 113 gained employment.

Uber Partnership

Workforce Alliance has partnered with the rideshare service Uber to provide rides to jobs, interviews and training. It is the first time in the country Uber has collaborated with a workforce development agency to directly take on lack of transportation as a barrier to employment. The pilot program serves customers based out of the American Job Centers in New Haven and Meriden. As with the WDB's traditional transportation assistance model, Uber rides are capped at a certain amount per person, with the expectation that once steady income has been established, a person will be able to arrange and pay for his or her own transportation.

The Uber partnership grew out of a need to address limited bus lines and schedules, as well as a lack of a personal vehicle. These transportation barriers leave employment opportunities untapped because job seekers cannot get to where the interviews, training, and jobs are, or those hired cannot get home at the end of their shift. If successful, Uber ridesharing may continue as a transportation solution.

Youth

The PY15 summer youth employment program offered employment to 1,239 youth, ages 14 to 24. Twenty-three of the region's thirty communities participated in the summer jobs program. The South Central WDB's community partners included mayors' offices, Community Services

Departments, Chambers of Commerce and various foundations. The young workers were placed in employment opportunities at small businesses; community resources including libraries, YMCAs, senior centers, day cares, camps, town beaches, and municipal offices, horse farms; and restaurants and shops large and small. Workforce Alliance's funding was enhanced by funding from several municipalities, including New Haven, Meriden, Middletown, Wallingford, West Haven, and East Haven, and from the private sector.

During PY15, for the year-round youth, Workforce Alliance served 204 out-of-school youth through the board's partner agencies. Of these youth, 143 youth were placed into employment or entered post-secondary education. In addition, 101 attained a diploma or certificate in the program year.

Health Careers Advancement Project (HCAP)

In the spring of 2016, Workforce Alliance and its partners, Northwest Regional Workforce Investment Board and EWIB, began work on a \$7.5 million project to provide training and employment services for healthcare jobs to 750 low-income individuals, including recipients of Temporary Assistance to Needy Families (TANF). The Health Profession Opportunity Grant, provided by the U.S. Department of Health and Human Services, supports training programs for jobseekers to build skills aligned to certain health care pathways and in-demand occupations. High demand is anticipated for the next several years in pathways such as patient care, nursing, emergency medicine, community health, patient navigation, and health information management.

The initiative is designed to provide opportunities for 150 jobseekers annually across the three regions during the five-year grant period. Eligible participants are selected by lottery, with those from the South Central region enrolling in training classes offered at Gateway Community College and Middlesex Community College. Recruitment will take place at American Job Centers in all three regions, where eligibility will be determined. As of June 30, 2016, 19 individuals had entered training in the South Central region.

Cost of Workforce Investment Activities

During Program Year 2015, a total of \$25,490,490 was allocated to the Workforce Development Boards for WIOA services, an increase from last year's WIA allocation of \$25,236,118. Funds were distributed as follows:

Program Year 2015 Fund Allocation

Adult - \$7,971,168

Dislocated Worker - \$8,848,108

Youth - \$8,671,214

A total of 5,367* participants served during PY15. Of those served, the Adult program assisted the largest number of participants, with 2,420 participants served, which is 45% of the total WIOA individuals served. This is a shift from PY14, during which the Dislocated Worker program had the highest number of participants served. In PY15, a total of 1,703 Dislocated Workers were served and 1,244 Youth were served, comprising 32% and 23% of the total number of WIOA participants served respectively.

PY14 and PY 15 Cost Comparison Per Participant*

	<u>PY14</u>		<u>PY15</u>	
	<u>Participants</u>	<u>Cost</u>	<u>Participants</u>	<u>Cost</u>
Adult**	2,180	\$3,617	2,420	\$3,293
Dislocated Workers	2,191	\$4,004	1,703	\$5,195
Youth	1,358	\$6,315	1,244	\$6,970

PY14 and PY 15 Cost Comparison Per Exiter***

	<u>PY14</u>		<u>PY15</u>	
	<u>Exiters</u>	<u>Cost</u>	<u>Exiters</u>	<u>Cost</u>
Adult**	1,262	\$6,248	1,152	\$6,919
Dislocated Workers	1,411	\$6,218	1,002	\$8,830
Youth	549	\$15,621	617	\$14,053

Connecticut's economy continued to show improvement during PY15. As the data in the cost comparison tables above demonstrates, the number of Dislocated Workers served through WIOA in Connecticut decreased. It is important to note, however, that the Dislocated Workers served often had significant barriers, including long-term unemployment, that increased the cost of developing skills to align the customer with a positive placement.

* Per ETA Form 9090, cumulative 4-Quarter Reporting Period ending 6/30/2016.

**Excludes those participants who only received self-service or informational activities per TEGL 17-05, Section 8B.

***Data is from ETA Form 9090, cumulative 4-Quarter Reporting Period ending 6/30/2016.

Performance Outcomes of State Measure:
Credential Attainment By Adults and Dislocated Workers

On July 1, 2011, the Connecticut Department of Labor implemented a new state performance measure regarding credential attainment by Adults and Dislocated Workers. The purpose of this measure is to provide performance data on the number of Adults and Dislocated Workers who, as of the reported end date of training, attained an industry-recognized credential in the program year. Attainment of the measure is determined as follows:

Of those in the denominator, the number of participants who obtain a credential by June 30th of the current program year
<i>divided by</i>
The number of participants who ended training during the four-quarter period beginning January 1st of the previous program year.*

**The denominator includes all participants who ended training regardless of completion status. Exit exemptions are included in the measure, but participants enrolled in on-the-job training or customized job training programs are excluded.*

The following charts reflect the results of the state credential measure for PY15:

Adults

<u>WDB</u>	<u>Numerator</u>	<u>Denominator</u>	<u>Ratio</u>
East	31	41	0.76
North Central	22	55	0.40
Northwest	37	63	0.59
South Central	79	113	0.70
Southwest	64	128	0.50
Statewide	233	400	0.58

Dislocated Workers

<u>WDB</u>	<u>Numerator</u>	<u>Denominator</u>	<u>Ratio</u>
East	47	73	0.64
North Central	38	62	0.61
Northwest	50	100	0.50
South Central	47	69	0.68
Southwest	56	122	0.46
Statewide	238	426	0.56

Discussion of Activities Funded By WIOA 10% Statewide Funds

The Workforce Innovation and Opportunity Act (WIOA) requires the Governor to allocate the majority of WIOA funds, via formula, to the local Workforce Development Boards (WDB)

which are responsible for setting local policy and directing the use of these formula-allocated funds in their regions. The Governor, by law, is allowed to reserve a percentage of the WIOA funds in Connecticut for use in the administration and provision of statewide employment and training activities.

Governor's Reserve funding for PY15, by Congressional action, remained reduced for states compared to the 15% high last allowed in PY10. Over recent program years, however, Connecticut's funding level has risen annually and, for PY15, increased to 10% from PY14's 8.75%. During PY15, Connecticut utilized the 10% statewide funds to deliver the following WIOA statewide activities:

- Maintaining the state list of eligible training providers
- State administration of the adult, dislocated worker and youth workforce development activities, by conducting performance evaluations, including programmatic monitoring, data validation, and customer satisfaction surveys
- Assisting in the operations of the American Job Centers
- Operating fiscal management and performance accountability system activities
- Supporting CTHires, the state's new WIOA case management information system and the *CTWorks* Business System (CTWBS), its WIA counterpart.
- Jobs for America's Graduates (JAG) Demonstration Project

Activities related to monitoring, evaluation, and accountability provide essential information and guidance for the state and its workforce development partners in regard to continuous improvement and program efficiencies. Also, of particular value to the Workforce Development Boards in achieving programmatic goals is performance data that is made available through CTHires and CTWBS. By having timely access to this data, WDBs can analyze performance, determine areas in need of attention, and focus on solutions. In addition, the 10% Statewide Funds supported a new effort, the Jobs for America's Graduates (JAG) Demonstration Project. Administered by CTDOL's Office of Workforce Competitiveness, the JAG project resulted in positive first-year outcomes, as further described in the JAG summary within this report.

TABULAR SECTION

*As of PY11, Connecticut began reporting on Common Measures.
Tables and cells that reflect the 17 measures are shaded.*

TABLE A - CUSTOMER SATISFACTION RESULTS

	Negotiated Performance Level	Actual Performance Level — American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants						
Employers						

TABLE B - ADULT PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.1%	71.6%	666
			930
Employment Retention Rate	86.2%	84.8%	790
			932
Six Months Average Earnings	\$12,295.00	\$12,302.90	\$9,202,567
			748
Employment and Credential Rate			

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	71.3%	449	54.5%	12	54.0%	27	67.5%	85
		630		22		50		126
Employment Retention Rate	85.5%	482	75.0%	15	71.4%	20	87.1%	74
		564		20		28		85
Six Months Average Earnings	\$11,573.7	\$5,335,469	\$13,239	\$185,351	\$10,804	\$216,082	\$13,796	\$951,922
		461		14		20		69
Employment and Credential Rate								

**TABLE D - OTHER OUTCOME INFORMATION BY SERVICE LEVEL
FOR THE ADULT PROGRAM**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	63.6%	49	70.1%	363	75.8%	254
		77		518		335
Employment Retention Rate	83.9%	52	85.7%	408	83.8%	330
		62		476		394
Six Months Average Earnings	\$14,096	\$704,808	\$11,839	\$4,522,668	\$12,579	\$3,975,091
		50		382		316

TABLE E - DISLOCATED WORKER PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.5%	84.8%	912
			1,076
Employment Retention Rate	91.5%	90.9%	1,060
			1,166
Six Months Average Earnings	\$17,913	\$18,275	\$18,146,683
			993
Employment and Credential Rate			

TABLE F - OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.8%	41	77.4%	24	79.4%	193	0.0%	0
		52		31		243		0
Employment Retention Rate	88.7%	47	92.3%	24	92.2%	237	50.0%	1
		53		26		257		2
Six Months Average Earnings	\$21,199	\$996,369	\$16,458	\$378,527	\$18,507	\$4,090,084	\$0	\$0
		47		23		221		0
Employment and Credential Rate								

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

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	87.8%	36 41	82.5%	420 509	86.7%
Employment Retention Rate	91.9%	57 62	90.5%	496 548	91.2%	507 556
Six Months Average Earnings	\$20,389	\$1,121,368 55	\$18,720	\$8,686,002 464	\$17,593	\$8,339,292 474

TABLE H.1 - YOUTH (14-21) PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Emp. or Education Rate	77.5%	81.0%	427
			527
Attainment of Degree or Certificate Rate	86.5%	86.1%	489
			568
Literacy and Numeracy Gains	68.2%	60.4%	233
			386

TABLE H.1.A – OUTCOMES FOR YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Placement in Emp. or Education Rate	81.8%	275 336	0.0%	0 0	74.7%	65 87	79.5%
Attainment of Degree or Certificate Rate	84.1%	285 339	0.0%	0 0	90.5%	95 105	81.1%	232 286
Literacy and Numeracy Gains	64.0%	162 253	0.0%	0 0	50.0%	9 18	60.4%	233 386

TABLE H.2 - OLDER YOUTH (19-21) PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment			
Employment Retention Rate			
Earnings Change in Six Months			
Credential Rate			

TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients	Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment							
Employment Retention Rate							
Earnings Change in Six Months							
Credential Rate							

TABLE J - YOUNGER YOUTH PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment			
Diploma or Equivalent Rate			
Retention Rate			

TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients	Individuals With Disabilities	Out-of-School Youth
Skill Attainment			
Diploma or Equivalent Rate			
Retention Rate			

TABLE L - OTHER REPORTED INFORMATION

Reported Information	12 Month Employment Retention Rate	12 Month Earnings Increase/Replacement
Adults	87.2%	782
		897
Dislocated Workers	90.8%	1,122
		1,236
Older Youth		

Reported Information	Placements in Nontraditional Employment	Wages At Entry Into Employment For Those Who Entered Unsubsidized Employment	Entry Into Unsubsidized Emp. Related to Training of Those Who Completed Training Services
Adults	3.8%	25	\$3,397,110
		666	629
Dislocated Workers	5.0%	46	\$7,012,523
		912	863
Older Youth			

TABLE M – PARTICIPATION LEVELS

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	23,552	22,959
Total Adult (Self-Service only)	19,438	20,810
WIA Adults	21,859	21,963
WIA Dislocated Workers	1,703	1,002
Total Youth (14-21)	1,244	618
Younger Youth (14-18)		
Older Youth (19-21)		
Out of School Youth	779	349
In-School Youth	465	269

TABLE N – COST OF PROGRAM ACTIVITIES

Program Activity	Total Federal Spending	
Local Adults	\$7,118,452	
Local Dislocated Workers	\$6,239,220	
Local Youth	\$5,994,782	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$2,996,900	
Statewide Required Activities (up to 5%) WIA Section 134(a)(2)(B)	\$1,613,775	
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Jobs for America's Graduates	\$100,000
	State Administration	\$604,745
Total of All Federal Spending Listed Above	\$24,667,874	

Table O - Local Performance

Local Area Name East Region	Total Participants Served	Adults	4,476	
		Dislocated Workers	364	
		Older Youth	213	
		Younger Youth		
ETA Assigned # 09085	Total Exiters	Adults	4,376	
		Dislocated Workers	203	
		Older Youth	105	
		Younger Youth		
Reported Information		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	60.3%	64.0%	<i>Exceeded</i>
	Dislocated Workers	70.0%	88.0%	<i>Exceeded</i>
	Older Youth			
Retention Rates	Adults	85.0%	91.0%	<i>Exceeded</i>
	Dislocated Workers	89.0%	93.0%	<i>Exceeded</i>
	Older Youth			
	Younger Youth			
Average Earnings / Earnings Change	Adults	\$9,344.00	\$12,453	<i>Exceeded</i>
	Dislocated Workers	\$13,614.00	\$15,755	<i>Exceeded</i>
	Older Youth			
Credential/Diploma Rate	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Employment/Education	Youth (14-21)	74.0%	86.0%	<i>Exceeded</i>
Degree or Certificate	Youth (14-21)	85.0%	74.0%	Met
Literacy/Numeracy	Youth (14-21)	63.0%	41.0%	Not Met
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)				
Credential Attainment by Adults		61%	76%	<i>Exceeded</i>
Credential Attainment by Dislocated Workers		61%	64%	<i>Exceeded</i>
Overall Status of Local Performance	Not Met <small>(Below 80% of Target)</small> 1	Met <small>(80% to 100% of Target)</small> 1	Exceeded <small>(Above 100% of Target)</small> 9	

Table O - Local Performance

Local Area Name North Central	Total Participants Served	Adults	5,892	
		Dislocated Workers	535	
		Older Youth	338	
		Younger Youth		
ETA Assigned # 09075	Total Exiters	Adults	5,468	
		Dislocated Workers	305	
		Older Youth	192	
		Younger Youth		
Reported Information		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	61.5%	70.0%	<i>Exceeded</i>
	Dislocated Workers	81.9%	85.0%	<i>Exceeded</i>
	Older Youth			
Retention Rates	Adults	85.5%	88.0%	<i>Exceeded</i>
	Dislocated Workers	88.8%	91.0%	<i>Exceeded</i>
	Older Youth			
	Younger Youth			
Average Earnings / Earnings Change	Adults	\$11,579.00	\$12,468	<i>Exceeded</i>
	Dislocated Workers	\$17,570.00	\$19,664	<i>Exceeded</i>
	Older Youth			
Credential/Diploma Rate	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Employment/Education	Youth (14-21)	75.0%	73.0%	Met
Degree or Certificate	Youth (14-21)	67.7%	90.0%	<i>Exceeded</i>
Literacy/Numeracy	Youth (14-21)	41.3%	62.0%	<i>Exceeded</i>
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)				
Credential Attainment by Adults		87%	40%	Not Met
Credential Attainment by Dislocated Workers		82%	61%	Not Met
Overall Status of Local Performance	Not Met (Below 80% of Target) 2	Met (80% to 100% of Target) 1	Exceeded (Above 100% of Target) 8	

Table O - Local Performance

Local Area Name Northwest Region	Total Participants Served	Adults	2,986	
		Dislocated Workers	210	
		Older Youth	121	
		Younger Youth		
ETA Assigned # 09080	Total Exiters	Adults	2,942	
		Dislocated Workers	145	
		Older Youth	49	
		Younger Youth		
Reported Information		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	69.5%	69.0%	Met
	Dislocated Workers	77.5%	81.0%	Exceeded
	Older Youth			
Retention Rates	Adults	86.0%	78.0%	Met
	Dislocated Workers	89.0%	91.0%	Exceeded
	Older Youth			
	Younger Youth			
Average Earnings / Earnings Change	Adults	\$11,500.00	\$10,607	Met
	Dislocated Workers	\$16,444.00	\$17,254	Exceeded
	Older Youth			
Credential/Diploma Rate	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Employment/Education	Youth (14-21)	84.5%	79.0%	Met
Degree or Certificate	Youth (14-21)	81.0%	87.0%	Exceeded
Literacy/Numeracy	Youth (14-21)	83.9%	100.0%	Exceeded
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)				
Credential Attainment by Adults		69%	69%	Met
Credential Attainment by Dislocated Workers		67%	67%	Met
Overall Status of Local Performance	Not Met (Below 80% of Target) 0	Met (80% to 100% of Target) 6	Exceeded (Above 100% of Target) 5	

Table O - Local Performance

Local Area Name South Central Region	Total Participants Served	Adults	4,661	
		Dislocated Workers	292	
		Older Youth	158	
		Younger Youth		
ETA Assigned # 09090	Total Exiters	Adults	5,011	
		Dislocated Workers	150	
		Older Youth	161	
		Younger Youth		
Reported Information		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	72.1%	74.0%	Exceeded
	Dislocated Workers	79.5%	86.0%	Exceeded
	Older Youth			
Retention Rates	Adults	80.5%	80.0%	Met
	Dislocated Workers	89.0%	89.0%	Met
	Older Youth			
	Younger Youth			
Average Earnings / Earnings Change	Adults	\$11,500.00	\$14,018	Exceeded
	Dislocated Workers	\$17,000.00	\$20,071	Exceeded
	Older Youth			
Credential/Diploma Rate	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Employment/Education	Youth (14-21)	76.5%	84.0%	Exceeded
Degree or Certificate	Youth (14-21)	86.5%	94.0%	Exceeded
Literacy/Numeracy	Youth (14-21)	67.0%	81.0%	Exceeded
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)				
Credential Attainment by Adults		78%	70%	Met
Credential Attainment by Dislocated Workers		82%	68%	Met
Overall Status of Local Performance	Not Met (Below 80% of Target) 0	Met (80% to 100% of Target) 4	Exceeded (Above 100% of Target) 7	

Table O - Local Performance

Local Area Name Southwest Region	Total Participants Served	Adults	3,844	
		Dislocated Workers	302	
		Older Youth	411	
		Younger Youth		
ETA Assigned # 09070	Total Exiters	Adults	4,166	
		Dislocated Workers	199	
		Older Youth	106	
		Younger Youth		
Reported Information		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	74.7%	75.0%	<i>Exceeded</i>
	Dislocated Workers	81.9%	83.0%	<i>Exceeded</i>
	Older Youth			
Retention Rates	Adults	85.6%	85.0%	Met
	Dislocated Workers	91.3%	91.0%	Met
	Older Youth			
	Younger Youth			
Average Earnings / Earnings Change	Adults	\$11,500	\$10,540	Met
	Dislocated Workers	\$17,800	\$17,386	Met
	Older Youth			
Credential/Diploma Rate	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Employment/Education	Youth (14-21)	76.0%	84.0%	<i>Exceeded</i>
Degree or Certificate	Youth (14-21)	88.9%	83.0%	Met
Literacy/Numeracy	Youth (14-21)	55.0%	45.0%	Met
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)				
Credential Attainment by Adults		67%	50%	Not Met
Credential Attainment by Dislocated Workers		63%	46%	Not Met
Overall Status of Local Performance	Not Met (Below 80% of Target) 2	Met (80% to 100% of Target) 6	Exceeded (Above 100% of Target) 3	

TABLE P – VETERANS’ PRIORITY OF SERVICE

Reported Information	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	247	
Covered Entrants Who Received a Service During the Entry Period	236	95.6%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	58	23.5%

TABLE Q – VETERANS’ OUTCOMES BY SPECIAL POPULATIONS

Reported Information	Post 9/11 Era Veterans	Post 9/11 Era Veterans who Received at Least Intensive Services	TAP Workshop Veterans
Entered Employment Rate	87.5%	7/8	87.5%
		7/8	0.0%
Employment Retention Rate	75.0%	6/8	75.0%
		6/8	0.0%
Six Months Average Earnings	\$14,597	\$87,581/6	\$14,597
		\$87,581/6	\$0