

**COMMONWEALTH OF VIRGINIA**

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

**ANNUAL REPORT**

**FOR**

**WORKFORCE INVESTMENT ACT OF 1998**

**TITLE I-B ACTIVITIES**

**PROGRAM YEAR 2003**

*(July 1, 2003 to June 30, 2004)*

Submitted by

Virginia Workforce Council  
Workforce Investment Act Division  
Virginia Employment Commission

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## **INTRODUCTION**

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

For Program Year 2003 (PY2003), Virginia received **\$41.6** million in WIA Title 1B funds from the United States Department of Labor (DOL). Funding for PY2003 includes the previous year's carryover funds. These funds help to ensure the continuation of publicly-funded workforce development services to employers, job seekers and youth through a re-engineered state and local delivery system that links workforce development strategies with economic development initiatives.

Program Year 2003 presented successes for the Commonwealth in its administration of WIA Title 1 activities and also presented some challenges to the continued development of the workforce development system in Virginia. New state reforms were also undertaken to bring a 21<sup>st</sup> century approach to workforce system development in Virginia. As with any environment of reform and the uncertainty that it entails, there have been limitations on the new WIA program initiatives.

## **VISION AND GOALS**

### **VISION . . .**

*The vision for the Commonwealth is to have a world-class workforce system that is responsive to employer and worker needs and creates a well-trained, well-educated and globally competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future, and is engaged in lifelong learning.*

### **GOALS . . .**

- ?? Achieve greater integration and alignment of the various parties and programs within the Virginia Workforce Development Network.
- ?? Promote excellence in the operation of all One-Stop Career Centers and WIBs.
- ?? Increase awareness, confidence and engagement of stakeholders in the Workforce Development System.
- ?? Develop a robust set of metrics and processes to effectively assess and incent performance.
- ?? Enhance the effectiveness of key players within the workforce system.

## **GOVERNANCE STRUCTURE**

### **State Structure:**

The Governor and the General Assembly created the Virginia Workforce Council (VWC) in 1999 to coordinate policy, planning and accountability for the Commonwealth's workforce development system. The VWC develops and approves the state-level plan for WIA activities and facilitates the coordination of state and local workforce development programs. Additionally, the VWC helps to ensure that the workforce development system is both responsive to the needs of employers and jobseekers and links workforce development strategies with economic development initiatives. The Virginia Employment Commission (VEC) and Virginia Community College System (VCCS) are the designated state agencies that support the VWC. The VEC is the WIA Title IB grant recipient for the Commonwealth. The WIA Division within the VEC has administrative responsibility for WIA Title IB and serves as the lead for the implementation and oversight of the Virginia Workforce Network (VWN), which is the state's WIA One-stop workforce development service delivery system.

Program implementation and oversight is the responsibility of a 15-member staff which includes four regional WIA consultants that are out-stationed in different regions of the state to provide a more accessible means of technical assistance for the local workforce areas. Other divisions within the VEC provide various other support functions such as financial management, IT support, personnel issues and procurement.

### **Local Structure:**

The VWN is the state and local workforce development service delivery system. The VWN is comprised of 17 certified Local Workforce Investment Boards (LWIBs), one for each of the Commonwealth's Local Workforce Investment Areas (LWIAs). The VWN has approximately 80 comprehensive and satellite Virginia Workforce Centers (one-stop centers) through which WIA Title IB employment and training services are provided under the leadership of the LWIBs and Chief Local Elected Officials (CLEOs). The LWIBs, in partnership with their CLEOs, promote the coordination and integration of various publicly funded employment and training services for jobseekers. The business-led LWIBs help to ensure that local workforce development activities are linked to economic development strategies and are responsive to employer needs at the local level.

Each LWIB has a State-approved WIA strategic plan. The plans outline local workforce development strategies, employer and jobseeker needs, demand occupations and skills needed, and goals and objectives that are consistent with the state plan for workforce development. The interdependency of the state VWC and the LWIBs have strengthened the relationship between state and locally led workforce development efforts. Each LWIB also has an approved operational plan that outlines the specific manner in which services are delivered to the customer.

### **Local Administration and Oversight:**

During PY2003, the local areas continued to move beyond the initial issues that slowed the implementation of WIA in earlier years. Several LWIBs chose to move away from the consortium arrangement for the one-stop operator model and moved to a more process-driven model where the operator is selected through competitive process. This indicates to the state a radical shift from the way "business has been done". Local partnerships continue to evolve and allow for a service delivery system that is more responsive to the needs of the customer and is reflective of the unique conditions for each of the 17 local workforce areas in the Commonwealth.

## **VIRGINIA WIA PROGRESS SUMMARY**

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

During PY2003, Governor Warner proposed several workforce development reforms as part of the "Education for a Lifetime" initiative. He appointed a nationally recognized Special Advisor for Workforce Development, created a Middle College program and won passage of legislation that streamlined the overall workforce development system. Over the past year, these reforms provided WIA implementation with an additional impetus. The specific workforce development issues included in the Education for a Lifetime initiative include the Career Readiness Certificate and the Race to the GED, both of which are covered in more detail later in the report.

#### **State Leadership:**

In July 2003, Governor Warner appointed the Commonwealth's first Special Advisor to the Governor for Workforce Development, reporting directly to the Governor, with responsibilities for leading the workforce and career development system, and coordinating workforce development services on a statewide basis. The Secretary of Commerce and Trade, the VWC and the Special Advisor now all assist the Governor in complying with the provisions of the WIA, including the creation of Virginia's workforce development system known as the Virginia Workforce Network.

In June of 2003, the VWC approved three new governance directives for LWIAs that will advance the implementation of strategies set forth under the Governor's new workforce development initiatives. The new directives provide the minimum standards for the workforce and career development system and include a framework for system governance, appointment/selection guidance for Local Workforce Investment Board members and one-stop career center service delivery. Additionally, LWIAs were provided new strategic planning guidance that includes a comprehensive planning protocol and ensures that local systems are employer focused and adequately assesses demand and supply.

In November 2003, the Secretaries of Commerce and Trade, Education and Health and Human Resources signed a state level agreement to establish cooperative and mutually beneficial relationships among the required WIA state partners to achieve the Governor's vision for the one-stop career center service delivery structure as envisioned under WIA. The Memorandum of Understanding sets forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce investment system in Virginia at both the state and local levels.

#### **Allowable State Activities:**

The Commonwealth funded several allowable statewide activities with WIA state set aside funds:

**National Governor's Academy:** To ensure participation from local government and business, Virginia expanded its participation for the state NGA policy team by adding four new members. The Academy will represent the first opportunity for key state officials in the highest levels of Virginia state government to gain practical insight across functional areas about the interrelated range of economic, workforce and education policy issues. This will foster a new understanding of economic development and ready Virginia for the 21<sup>st</sup> century.

**Middle College Program:** Middle Colleges will provide Virginia high school drop-outs between the ages of 18 and 24 an opportunity to attain a GED and enroll in a variety of quality, proven courses that will (1) enhance basic workforce skills through engagement in project-based learning, (2) participate in remedial courses (when necessary), (3) accumulate community college credits applicable towards a degree or certificate and (4) attain an ACT Work Keys workforce readiness certificate.

**Race to GED:** The Race to GED program will target potential students through niche marketing and regional programs, sharing data on increased earning potential. The goal is to double the number of

Virginia workers earning GEDs by 2005-raising the current average of 10,000 per year to 20,000 per year by 2005.

**United Mine Workers Career Center:** The UMWA Career Center is a program offered by UMWACC, to provide services to former coalminers who have been dislocated as a result of mine closings and lay-offs in Southwestern Virginia. The goal of the program is to help recent and long-term unemployed and underemployed miners enroll in training programs, learn new skills and find productive jobs. Since its inception in 1996, the UMWACC has assisted approximately 3,400 unemployed or underemployed miners find "jobs for life".

**Demand Planning Pilots:** The purpose of the Demand Plan Pilot is to identify the jobs and job skills needed by employers in a select LWIA pilot project areas. The Demand Plan will provide a realistic foundation on which three LWIAs develop strategic responses to the current and future needs of local workers and businesses. This plan will help the WIBs to determine which services they need to provide each year.

**Career Readiness Certificate:**

Several statewide activities were introduced and implemented to further enhance WIA system-wide development. In October 2003, Governor Warner announced the creation of a Career Readiness Certificate that gives workers a portable, recognized workforce credential and shows employers that job seekers have required job skills. The certificate confirms that an individual possesses basic workplace skills in reading, math and locating information-skills that all jobs require. The certificate has three levels (Bronze, Silver, Gold) and is a standardized credential that says the certificate holder is job ready. The certificate will be issued by the VWC, which oversees the Commonwealth's workforce and career development system.

**Race to the GED**

State WIA funds have also been awarded by the Governor to assist in the Race to GED program. Recognizing that the economic benefits of getting a GED are indisputable, this Governor's Initiative aims to double the number of Virginia workers earning GEDs by 2005 - raising the current average of 10,000 per year to 20,000 per year by 2005. Through two methods:

1. Targeted marketing efforts across the Commonwealth aimed at educating adults about the financial and personal benefits to getting a GED. (*As part of this major marketing initiative, the Governor will form a statewide partnership between NASCAR, NASCAR racing teams, and the Commonwealth to show workers how to "accelerate your earnings" by getting a GED.*)
2. Creation of pilot "Fast Track GED" programs in at least five regions of the state by 2004. These pilot programs will identify individuals most likely to benefit from a GED and encourage them to participate in an intensive, three-to-four month GED training program.

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

The VWN is the interface for employers, jobseekers and workforce development partners at the local level. There are approximately 80 Virginia Workforce Centers. These centers provide a wide range of employment, training and education services, which are available to Virginia employers, workers and job seekers. Program information and access to services coordinated through VWN partners include 14 required federal employment and training programs. Workforce leaders from the 17 LWIBs and community agency partners continue to work collaboratively in ensuring that the career centers are managed effectively, are responsive to customer needs and produce successful results. As the administering state agency for the WIA, the VEC's WIA Division has assisted the VWC and LWIBs in establishing the VWN through the development of policies and a series of training sessions. The WIA Division provides customized technical assistance to LWIBs for local workforce investment system development and to strengthen WIA Title I-B programs on a continual basis. Furthermore, the WIA Division provides facilitation and mediation services to LWIBs.

The certification of Virginia Workforce Centers will involve increasingly difficult levels or steps of continuous improvement. The purpose of the certification process is to provide an annual, objective measurement process that ensures that Centers provide a specified level of service to job seekers and employers. Centers that achieve the desired level of service are certified or chartered. Currently, Virginia has chartered **comprehensive** one-stop centers in 7 of the 17 local workforce areas. The remaining 10 areas are expected to have centers certified under a new process by December of 2004.

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

The Mid Atlantic Career Consortium (MACC) has been in existence since PY2000 and continued work in a regional approach to developing a management information system for WIA during PY2003. The task of incorporating the diverse needs of the consortium members remains a challenge. The MACC was created to address the need for an information system to meet WIA reporting, case management and program management needs. Since its inception, WIA Title IB funds, along with CareerConnect and other DOL grant funds have been committed to ensure the development and implementation of the MACC-developed system. Full implementation during PY2003 has allowed the MACC developed system to support case management, labor exchange, management information and performance measures. Updated system features for use with local performance and client reporting capability are being provided and supported with training and technical assistance.

#### **Capacity Building:**

The creation of a statewide workforce development system and the implementation of the new WIA one-stop service delivery structure required extensive technical assistance for system building at both the state and local levels. Statewide technical assistance and training activities regarding system building, performance measures, one-stop certification, case-management, technological and other implementation strategies are provided on a continuous basis to LWIAs.

#### **Conducting Evaluations:**

Program evaluation is seen as critical to the evolution of quality programs. VEC has established a monitoring and evaluation system that involves gathering and analyzing information to evaluate services provided, identify strengths and weaknesses and propose improvements. Monitoring activities are conducted regularly to ensure that services comply with contractual agreements, WIB policies, WIA regulations and LWIA requirements. Furthermore, VEC will evaluate the LWIA's quality of services based on the performance outcomes as established by the WIA core indicators of performance for all adult, dislocated worker, and youth programs. Since December 2002, the regional WIA consultants have conducted annual compliance reviews in all 17 LWIAs.

#### **Technical Assistance:**

The Commonwealth has engaged in numerous capacity building activities, including: a conference on economic development and workforce development for key policy leaders; a conference on the use of Malcolm Baldrige principles; and technical training sessions on the regulations, performance measures, state policies and other operational issues related to implementation. Additionally, four regional consultants through the WIA Division provide technical assistance and legislative guidance to LWIAs. Programmatic and fiscal monitoring visits have been conducted throughout the 17 LWIAs. The purpose of these monitoring activities was to review the organizational and operational systems of the LWIAs to ensure that internal management systems are functioning effectively in the implementation of WIA funded activities. The State's monitoring activities included a review of the one stop service delivery system, policies and procedures, expenditure reports, management information system reports, the individual training account system, review of the performance, both of WIA funded activities and management practices supported by WIA funds. In addition, the quality of services that the LWIAs and their services providers are evaluated based on the performance outcomes established by the WIA core indicators of performance of all adult, dislocated worker and youth programs. The regional consultants also provided technical assistance to the LWIAs to correct deficiencies and/or strengthen programs on a continual basis. The PY2003 WIA Annual Compliance Review began in January 2004 and was completed by June 30, 2004. The review strongly focused on the Virginia Workforce Network (VWN)

management information systems and its impact on performance outcomes in addition to the LWIAs compliance with WIA state policy, law and regulations.

**Continued Training for the Regional Consultants/Monitors:**

A WIA Financial Manager's Workshop hosted by the U.S. Department of Labor was held on May 3-7, 2004 in Virginia Beach, VA. This workshop was a regional effort between financial staff from both Regions 1 and 2 states and local workforce investment areas. Topics during the workshop included the WIA Reauthorization, Performance Measures, One Stop Cost Allocation, WIA and NEG Financial Reporting, Auditing from the Federal, State and Local Perspective, Effective Accounting Systems for Local Entities, and the New Financial and Administrative Review Guide-One Stop Comprehensive Financial Management Review.

**Providing Assistance to Local Youth Councils:**

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

Beginning September 2001, the WIA Division launched a Youth Network for staff to the Youth Councils and continues to provide a forum for the following: peer to peer contact, information sharing, sounding board, generate successful approaches and practices to programs and activities, and a channel to local youth service providers. These efforts are directed towards establishing an effective local and statewide youth workforce investment system.

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

Virginia strives to ensure that the workforce development system produces the results necessary to contribute to the economic vitality of the Commonwealth. As the system has evolved, the approach to system design, service delivery and legislative interpretation have been revisited. The State and LWIA officials continue to engage in meaningful discussions on how to provide service choice while meeting the needs of all WIA customers. To further ensure the needs of the employers are met, Virginia has implemented and began test piloting of a new demand plan approach during PY2003. Upon completion of the pilot tests in two local workforce areas, each WIB will prepare an annual workforce needs assessment for the region it serves. This workforce demand plan will identify the jobs and job skills needed by employers in that region. This plan will help workforce development agencies determine which services they need to provide each year and serve as a roadmap for employers trying to find trained employees including workers looking for new jobs.

**Statewide Rapid Response Activities:**

During PY2003 (July 1, 2003– June 30, 2004), the State Dislocated Worker Unit (DWU) received a total of 75 notices under the Worker Adjustment and Retraining Notification (WARN) Act affecting a total of 11,155 workers. During this same period, DWU staff, working through the local One-Stop Career Center System, helped to coordinate the provision of appropriate employment transition services to approximately 19,637 dislocated workers affected by 175 plant closings and mass layoffs statewide.

For the duration of PY2003, there were several efforts pursued to ensure that sufficient resources were available to meet the employment and training needs of workers dislocated as a result of the closing of the Pillowtex Corporation plant in Fieldale, VA (Henry County). The Commonwealth applied for and received a \$3.2 million National Emergency Grant (NEG) from the United States Department of Labor (USDOL). During the award period for the grant, funding was made available to serve eligible dislocated workers in the Counties of: Henry, Patrick, Pittsylvania, and Franklin. Also included were the Cities of

Martinsville and Danville. During PY2003, the Commonwealth also continued to provide appropriate services and training opportunities to eligible dislocated workers under the Pentagon Attack with 9/11 NEG funds. Additional related dislocations include the expenditure of NEG funds to provide services for those affected by the Technicolor/Keller Manufacturing/VF Jeanswear layoffs.

The State Dislocated Worker Unit received requests for 25% Statewide Rapid Response funds totaling \$823,000 from LWIAs. In response to these requests, the Commonwealth was able to provide almost \$400,000 in 25% Statewide Rapid Response funds during PY2003 to help augment the formula dislocated worker funds of localities hit hard by layoffs and closings.

### **NEXT STEPS: CONTINUOUS IMPROVEMENT**

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

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

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

The WIA Division will continue to provide training and technical assistance on better linking workforce development with economic development, LWIB re-certification, and through usage of the latest version of the VWN computer system, opportunities will exist to better measure and evaluate improvements in WIA programs will be available to the workforce development system.

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

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

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

#### **Analysis:**

PY2003 began with a continued awareness of the need for change within the workforce investment system. With the changes that occurred in Virginia, the new performance and accountability system mandated under the WIA provided unique challenges to the new workforce development system. The new system brought a need to re-educate the workforce investment system on the complexities of this new performance management system.

There are 17 performance measurements under the WIA. Each of these measures has a precise definition. Performance measurement has evolved from the termination-based standards of the Comprehensive Employment and Training Act (CETA) and early JTPA, to post-program measures based on Unemployment Insurance data under the WIA. The new system requires the use of Unemployment Insurance wage records and the complexities that are a part of that system. The recognition that the

performance measurement process has changed dramatically in complexity is critical to working within the new performance paradigm.

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

Virginia is developing policies and procedures to deal with credential attainment, which is a critical part of the WIA performance management process. Plans to increase credential attainment are underway through the Governor's proposed workforce development reforms, which will address GED attainment and a portable credential that confirms to employers that an individual possesses basic workplace skills. The development of the MACC system with Maryland, Pennsylvania and West Virginia should provide the Commonwealth with an opportunity to engage other organizations in capturing the needed credentialing attainment information.

The measures negotiated by the VEC with the Region II office of the United States Department of Labor's Employment and Training Administration (USDOL/ETA) were higher than other State's within Region II.

For measures negotiated with the DOL, Virginia met or exceeded fifteen standards. The adult and dislocated worker employment and credential rates proved to be a challenge for the WIA system in Virginia. Additionally, Virginia will be migrating to a later version of the system developed under the auspices of the Mid-Atlantic Career Consortium to assist with improving Virginia's performance for the next program year. There is a sizeable anomaly in the dislocated worker wage replacement measure where the actual wage replacement was 705.6%. In the remaining standards Virginia's performance can be viewed with potential for improvement in the future. Improved results are expected with the maturation of Virginia's workforce development system for the following measures:

- ~~///~~ Adult Employment and Credential Rate
- ~~///~~ Dislocated Worker Employment and Credential Rate

Virginia performed at an average of 88-percent of the adult programs targets and 249-percent of the dislocated worker targets. Performance within the other segments of the program provided mixed results: older youth 104-percent of target, younger youth 97-percent of target, employer customer satisfaction 107-percent of target, and program participant customer satisfaction 104-percent of target. Attainment of all performance standards will provide opportunities for improvement during the next program year.

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

### **Cost Effectiveness:**

Cost effectiveness is normally based on an analysis of the cost of a service compared to the results of the services rendered. Until more comprehensive studies are conducted and performance data becomes more reliable, the Commonwealth must rely on the rough estimates of possible results based on cost and service figures from the first year of service for the WIA.

The Commonwealth's 17 local workforce areas expended \$114.6 million on workforce investment services during PY 2003, serving 15,935 participants, at an average cost of \$7,197 as shown below.

Target Population	PY 2003 Participants	PY 2003 Expenditures	Cost per Participant
Adults	5,303	\$38,905,363	\$7,336
Dislocated Workers	5,129	\$27,969,143	\$5,129
Youth	5,503	\$47,813,098	\$5,503
Total	15,935	\$114,687,604	\$7,197

The services provided to each customer varies based on individual customer need and the needs and directions set by the LWIBs. In PY2003, the possibility of funding rescissions may have brought about greater expenditures to address the possibility of funding losses. Needs developed due to an increased number of layoffs, which would account for an increase in expenditures.

**Evaluation of Workforce Development Activities:**

Virginia went through significant changes from the JTPA program to the implementation of the WIA. Program evaluation is seen as critical to the evolution of quality programs. During PY2000 the Commonwealth was not able to devote sufficient staff time to the development of evaluations that measure the impact of WIA funded employment and training programs. However, VEC has established a monitoring and evaluation system that involves gathering and analyzing information to evaluate services provided, identify strengths and weaknesses and propose improvements. Monitoring activities are conducted periodically to ensure that services comply with contractual agreements, WIB policies, WIA regulations and LWIA requirements.

**Tables:**

The following data tables represent the results of the WIA programs during PY2003. Although the concept of an “annual report” encourages the reporting of performance and programmatic information for a 12-month period, the reality of the WIA reporting system expands the annual report time frame beyond the traditional model. Data presented in this report covers several reporting cycles and the changes that are expected in the continued transition between two major employment and training/workforce development legislative initiatives. The use of Unemployment Insurance data was a challenge for the system because of time lags in the availability of the data source and the application to a workforce investment program.

PY2000 was viewed as a transition year, and the results are reflective of the issues related to moving from one program philosophy to another. Development of training and awareness opportunities should improve the performance relative to some of the standards that were problematic for Virginia and the 17 local workforce areas. PY2003 presented the workforce investment system with additional challenges, the implementation of a new web-based data collection system, the new performance measures and the impact they could have on the future of a local workforce area. Changing economic conditions further challenged the new workforce investment system. New and existing organizations were challenged by the need to establish local policies to meet a variety of issues that were seen as within the purview of “local control.”

Of the PY2003 performance at the State level, Virginia met or exceeded 15 of the 17 negotiated or national levels of performance. Of the 289 standards at the local workforce investment area level, Virginia local workforce areas exceeded 197 or 68.2 percent of the total. LWIAs met 40 out of 289 or 13.8 percent of the total. The remaining standards fell below the 80 percent level. The younger youth diploma or equivalent rate measure was the most frequently missed performance measure. This is due to the continued maturation of the follow-up system that provides a venue for collecting programmatic data that meets the requirement of this measure, as well as, the need to provide services to younger youth. Additionally, the dislocated worker employment and credential rate was missed at the same frequency as the younger youth measure.

## WIA Annual Report Data

State Name: VA

Program Year: 2003

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	74.8	590	5,663	1,697	34.8
Employers	70	75.1	557	2,114	765	72.8

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.5	73.1	1,849
			2,528
Employment Retention Rate	84	84.5	2,031
			2,403
Earnings Change in Six Month	2,850	2,496	5,233,821
			2,097
Employment and Credential Rate	62	41.6	864
			2,079

**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	50	1	78.6	88	53	53	67.9	89
		2		112		100		131
Employment Retention Rate	100	2	85.2	98	77.3	58	82.4	89
		2		115		75		108
Earnings Change in Six Months	6,219	12,437	4,245	390,585	2,548	168,178	1,294	121,627
		2		92		66		94
Employment and Credential Rate	33.3	1	42.3	41	26.5	13	36.9	24
		3		97		49		65

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.4	1,115	71.3	734
		1,499		1,029
Employment Retention Rate	84.3	1,212	84.9	819
		1,438		965
Earnings Change in Six Months	2,397	2,974,332	2,640	2,259,489
		1,241		856

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	79	80.2	2,097
Employment Retention Rate	90	92	1,918	2,085
Earnings Replacement in Six Months	98	705.6	21,953,699	3,111,177
Employment and Credential Rate	62	45.9	729	1,588

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	79	162	78.3	36	70.6	180	62.5
		205		46		255		8
Employment Retention Rate	93.1	202	93.3	42	86.2	156	66.7	2
		217		45		181		3
Earnings Replacement Rate	1,111	2,727,057	11,640.9	496,718	416.9	1,640,841	88.5	11,981
		245,453		4,267		393,572		13,537
Employment And Credential Rate	34	49	32.1	9	39.8	53	0	0
		144		28		133		4

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	82.4	1,309	76.7
1,588			1,028	
Employment Retention Rate	92.5	1,155	91.2	763
		1,248		837
Earnings Replacement Rate	822.7	12,956,722	585.6	8,996,977
		1,574,939		1,536,238

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	82	81.6	374
			231
Earnings Change in Six Months	2,150	2,417	630,865
			261
Credential Rate	51	51.1	237
			464

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	0	0	50	1	50	27	67.8
1			2		54		314	
Employment Retention Rate	100	1	100	2	86.7	26	81.1	193
		1		2		30		238
Earnings Change in Six Months	3,028	3,028	7,278	7,278	2,391	69,345	2,397	522,643
		1		1		29		218
Credential Rate	0	0	50	1	38.6	22	50.8	201
		1		2		57		396

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

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	76
			2,810
Diploma or Equivalent Attainment Rate	57	47.2	415
			879
Retention Rate	54	47.9	476
			993

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	100	9	89	938	90.6
9			1,054		384	
Diploma or Equivalent Attainment Rate	0	0	53.2	150	21.2	33
		7		282		156
Retention Rate	0	0	41.9	132	51.2	151
		1		315		295

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	80.1	1,338	2,641	3,848,304	0	0	4,094	7,561,841	0
1,670			1,457		1,849		1,847		1,115	
Dislocated Workers	89.5	1,299	820.7	15,471,964	0	0	6,202	13,005,328	0	0
		1,451		1,885,137		2,097		2,097		1,309
Older Youth	74.6	156	2,218	419,243	0	0	2,381	595,285		
		209		189		250		250		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>5,303</b>	<b>2,747</b>
<b>Dislocated Workers</b>	<b>5,129</b>	<b>2,264</b>
<b>Older Youth</b>	<b>1,012</b>	<b>467</b>
<b>Younger Youth</b>	<b>4,491</b>	<b>1,617</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$38,905,363.00</b>
<b>Local Dislocated Workers</b>		<b>\$27,969,143.00</b>
<b>Local Youth</b>		<b>\$47,813,098.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$8,770,282.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$11,404,461.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Admin by State of Sec 134 activities Va Workforce Council & Gov's Office	<b>\$528,910.00</b>
	capacity building & technical assistance	<b>\$2,502,277.00</b>
	research and demonstration	<b>\$241,679.00</b>
	incumbent worker training	<b>\$1,562,325.00</b>
	displaced homemaker program	<b>\$4,204,030.00</b>
	Other activities the State determines necessary	<b>\$2,511,810.00</b>
		<b>\$0.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$146,413,378.00</b>

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Alexandria/Arlington Workforce Investment Board 12	<b>Total Participants                  Served</b>	Adults	135
		Dislocated Workers	123
		Older Youth	26
		Younger Youth	55
	<b>Total Exiters</b>	Adults	150
		Dislocated Workers	85
		Older Youth	8
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	56	72.2	
	Employers	54	76.5	
Entered Employment Rate	Adults	59	73.5	
	Dislocated Workers	63	71	
	Older Youth	54	75	
Retention Rate	Adults	67	84.8	
	Dislocated Workers	74	86.1	
	Older Youth	66	80	
	Younger Youth	45	83.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	3,374	
	Dislocated Workers	75	6,658.7	
	Older Youth (\$)	2,040	2,429	
Credential / Diploma Rate	Adults	50	42	
	Dislocated Workers	50	32.6	
	Older Youth	42	50	
	Younger Youth	46	1.7	
Skill Attainment Rate	Younger Youth	59	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Bay Consortium Workforce Investment Board, Inc. 13	<b>Total Participants Served</b>	Adults	405
		Dislocated Workers	201
		Older Youth	66
		Younger Youth	217
	<b>Total Exiters</b>	Adults	254
		Dislocated Workers	84
		Older Youth	35
		Younger Youth	145

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	83.1
	Employers	67	78.7
Entered Employment Rate	Adults	74	86.2
	Dislocated Workers	79	81.8
	Older Youth	70	77.8
Retention Rate	Adults	82	89.8
	Dislocated Workers	89	95
	Older Youth	80	80
	Younger Youth	54	74.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,500	1,989
	Dislocated Workers	89	904
	Older Youth (\$)	2,300	3,076
Credential / Diploma Rate	Adults	52	72
	Dislocated Workers	52	65.2
	Older Youth	52	76.5
	Younger Youth	55	53.4
Skill Attainment Rate	Younger Youth	73	90.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	2
		Exceeded	14

# WIA Annual Report Data

State Name: VA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Capital Area Consortuim 9	Total Participants Served	Adults	124
		Dislocated Workers	148
		Older Youth	24
		Younger Youth	54
	Total Exiters	Adults	54
		Dislocated Workers	76
		Older Youth	13
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	77.6
	Employers	65	69.9
Entered Employment Rate	Adults	71	87.5
	Dislocated Workers	70	90.5
	Older Youth	62.4	90
Retention Rate	Adults	67	95.1
	Dislocated Workers	80	92
	Older Youth	70	100
	Younger Youth	50	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,980	4,538
	Dislocated Workers	75	1,240.8
	Older Youth (\$)	2,000	2,294
Credential / Diploma Rate	Adults	60	37
	Dislocated Workers	60	54.8
	Older Youth	60	63.6
	Younger Youth	52	41.7
Skill Attainment Rate	Younger Youth	75	97.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Crater Region Workforce Investment Board 15	<b>Total Participants Served</b>	Adults	135
		Dislocated Workers	93
		Older Youth	27
		Younger Youth	166
	<b>Total Exiters</b>	Adults	86
		Dislocated Workers	31
		Older Youth	14
		Younger Youth	75

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	59	76.5
	Employers	57	80.7
Entered Employment Rate	Adults	62	68.7
	Dislocated Workers	70	84
	Older Youth	58	64.3
Retention Rate	Adults	71	73.9
	Dislocated Workers	74	94.1
	Older Youth	74	90
	Younger Youth	48	55.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,165	2,000
	Dislocated Workers	82	2,004.2
	Older Youth (\$)	1,915	1,866
Credential / Diploma Rate	Adults	52	35.5
	Dislocated Workers	52	33.3
	Older Youth	44	7.1
	Younger Youth	48	55.6
Skill Attainment Rate	Younger Youth	62	92.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	3	2	12

# WIA Annual Report Data

State Name: VA

Program Year: 2003

Table O: Summary of Participants

<b>Local Area Name:</b> Greater Peninsula Workforce Investment Board 14	<b>Total Participants Served</b>	Adults	161
		Dislocated Workers	237
		Older Youth	83
		Younger Youth	286
	<b>Total Exiters</b>	Adults	129
		Dislocated Workers	168
		Older Youth	74
		Younger Youth	167

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	60	74.7	
	Employers	60	70.7	
Entered Employment Rate	Adults	66	67.8	
	Dislocated Workers	75	77.7	
	Older Youth	59	54.2	
Retention Rate	Adults	69	79.5	
	Dislocated Workers	79	95.1	
	Older Youth	70	86.2	
	Younger Youth	46	57.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	1,292	
	Dislocated Workers	82	10,468.9	
	Older Youth (\$)	1,800	1,292	
Credential / Diploma Rate	Adults	50	36	
	Dislocated Workers	50	43	
	Older Youth	45	39.7	
	Younger Youth	46	42.3	
Skill Attainment Rate	Younger Youth	66	96.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hampton Roads Workforce Development Board 16	<b>Total Participants Served</b>	Adults	502
		Dislocated Workers	109
		Older Youth	175
		Younger Youth	949
	<b>Total Exiters</b>	Adults	220
		Dislocated Workers	92
		Older Youth	48
		Younger Youth	234

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	62	77	
	Employers	62	79	
Entered Employment Rate	Adults	69	70.1	
	Dislocated Workers	75	71.2	
	Older Youth	61	78.6	
Retention Rate	Adults	72	79	
	Dislocated Workers	79	94.5	
	Older Youth	74	79	
	Younger Youth	52	23.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,350	2,169	
	Dislocated Workers	86	663.8	
	Older Youth (\$)	1,923	2,113	
Credential / Diploma Rate	Adults	61	26.2	
	Dislocated Workers	61	17.6	
	Older Youth	52	57.7	
	Younger Youth	52	1.4	
Skill Attainment Rate	Younger Youth	70	96.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		4	2	11

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> New River/Mt. Rogers WIB 2	<b>Total Participants Served</b>	Adults	529
		Dislocated Workers	444
		Older Youth	115
		Younger Youth	345
	<b>Total Exiters</b>	Adults	252
		Dislocated Workers	215
		Older Youth	54
		Younger Youth	170

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	67	76.2	
	Employers	69	76.6	
Entered Employment Rate	Adults	71	77.9	
	Dislocated Workers	78	87.9	
	Older Youth	65	75	
Retention Rate	Adults	79	80.3	
	Dislocated Workers	80	93.2	
	Older Youth	77	78.8	
	Younger Youth	54	66	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	2,602	
	Dislocated Workers	89	146,826.4	
	Older Youth (\$)	1,500	2,778	
Credential / Diploma Rate	Adults	62	50	
	Dislocated Workers	62	44.4	
	Older Youth	51	51.1	
	Younger Youth	55	70.9	
Skill Attainment Rate	Younger Youth	76	99.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Northern Shenandoah Valley 5	Total Participants Served	Adults	134
		Dislocated Workers	120
		Older Youth	8
		Younger Youth	44
	Total Exiters	Adults	109
		Dislocated Workers	87
		Older Youth	1
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	69.6	
	Employers	68	74.8	
Entered Employment Rate	Adults	74	74.8	
	Dislocated Workers	79	65.4	
	Older Youth	65	50	
Retention Rate	Adults	80	91.2	
	Dislocated Workers	87	92.5	
	Older Youth	77	50	
	Younger Youth	56	91.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	2,132	
	Dislocated Workers	87	217.4	
	Older Youth (\$)	1,600	2	
Credential / Diploma Rate	Adults	52	55	
	Dislocated Workers	52	61.3	
	Older Youth	52	33.3	
	Younger Youth	57	16.7	
Skill Attainment Rate	Younger Youth	74	90	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	3	9

# WIA Annual Report Data

State Name: VA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northern Virginia Workforce Investment Board 11	Total Participants Served	Adults	244
		Dislocated Workers	304
		Older Youth	34
		Younger Youth	200
	Total Exiters	Adults	101
		Dislocated Workers	176
		Older Youth	21
		Younger Youth	71

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	79.6	74	
	Employers	72	71.4	
Entered Employment Rate	Adults	72.6	78.3	
	Dislocated Workers	61.5	71.9	
	Older Youth	65	63.2	
Retention Rate	Adults	71.8	85	
	Dislocated Workers	79	85.2	
	Older Youth	59	83.3	
	Younger Youth	50	51.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,785	3,152	
	Dislocated Workers	90	1,314.3	
	Older Youth (\$)	2,150	1,697	
Credential / Diploma Rate	Adults	45	46.6	
	Dislocated Workers	69.6	54.1	
	Older Youth	37	47.8	
	Younger Youth	57	66.7	
Skill Attainment Rate	Younger Youth	76	92.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13

# WIA Annual Report Data

State Name: VA

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Piedmont Workforce Network 6	Total Participants Served	Adults	108
		Dislocated Workers	381
		Older Youth	35
		Younger Youth	88
	Total Exiters	Adults	30
		Dislocated Workers	125
		Older Youth	26
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	64.3
	Employers	68	59.1
Entered Employment Rate	Adults	74	90.9
	Dislocated Workers	79	80
	Older Youth	67	80
Retention Rate	Adults	84	82.9
	Dislocated Workers	85	93.6
	Older Youth	82	100
	Younger Youth	50	43.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,900	729
	Dislocated Workers	70	242.1
	Older Youth (\$)	2,500	3,843
Credential / Diploma Rate	Adults	50	53.6
	Dislocated Workers	50	30.4
	Older Youth	52	87.5
	Younger Youth	57	50
Skill Attainment Rate	Younger Youth	74	85.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	5	10

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Region 2000 Workforce Investment Board 7	<b>Total Participants Served</b>	Adults	84
		Dislocated Workers	91
		Older Youth	30
		Younger Youth	258
	<b>Total Exiters</b>	Adults	7
		Dislocated Workers	5
		Older Youth	1
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	43.4
	Employers	68	77.6
Entered Employment Rate	Adults	74	42.9
	Dislocated Workers	79	54.5
	Older Youth	67	0
Retention Rate	Adults	84	92.3
	Dislocated Workers	92	95.2
	Older Youth	82	0
	Younger Youth	56	44.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	349
	Dislocated Workers	94	1,656.7
	Older Youth (\$)	2,500	0
Credential / Diploma Rate	Adults	62	50
	Dislocated Workers	62	100
	Older Youth	52	0
	Younger Youth	57	0
Skill Attainment Rate	Younger Youth	74	50
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	10	2	5

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Richmond City Workforce Investment Board 10	<b>Total Participants Served</b>	Adults	292
		Dislocated Workers	201
		Older Youth	89
		Younger Youth	168
	<b>Total Exiters</b>	Adults	99
		Dislocated Workers	66
		Older Youth	24
		Younger Youth	17

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	74.1
	Employers	68	66.6
Entered Employment Rate	Adults	74	74
	Dislocated Workers	79	88.8
	Older Youth	67	66.7
Retention Rate	Adults	84	88.6
	Dislocated Workers	92	92.3
	Older Youth	82	69.6
	Younger Youth	56	43.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,062
	Dislocated Workers	94	333.5
	Older Youth (\$)	2,500	1,869
Credential / Diploma Rate	Adults	62	61.3
	Dislocated Workers	62	69.4
	Older Youth	52	38.9
	Younger Youth	57	11.1
Skill Attainment Rate	Younger Youth	74	95.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	4	5
	Met	5	8

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Shenandoah Valley Workforce Investment Board 4	<b>Total Participants                  Served</b>	Adults	200
		Dislocated Workers	263
		Older Youth	31
		Younger Youth	271
	<b>Total Exiters</b>	Adults	87
		Dislocated Workers	177
		Older Youth	19
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	72.5	
	Employers	68	67.9	
Entered Employment Rate	Adults	74	81.3	
	Dislocated Workers	79	84.3	
	Older Youth	65	57.1	
Retention Rate	Adults	80	83	
	Dislocated Workers	87	93.6	
	Older Youth	77	83.3	
	Younger Youth	56	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	1,888	
	Dislocated Workers	87	575.9	
	Older Youth (\$)	1,600	-1,370	
Credential / Diploma Rate	Adults	52	54.8	
	Dislocated Workers	52	76.1	
	Older Youth	52	57.1	
	Younger Youth	57	33.3	
Skill Attainment Rate	Younger Youth	74	19.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	3	10

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Workforce Investment Board 8	<b>Total Participants Served</b>	Adults	589
		Dislocated Workers	706
		Older Youth	73
		Younger Youth	196
	<b>Total Exiters</b>	Adults	226
		Dislocated Workers	247
		Older Youth	30
		Younger Youth	85

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	66	73.8	
	Employers	65	73	
Entered Employment Rate	Adults	68	75.9	
	Dislocated Workers	75	85.4	
	Older Youth	62	73.3	
Retention Rate	Adults	76	81.8	
	Dislocated Workers	85	86	
	Older Youth	75	100	
	Younger Youth	49	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	910	
	Dislocated Workers	86	584	
	Older Youth (\$)	2,275	3,321	
Credential / Diploma Rate	Adults	58	46.3	
	Dislocated Workers	57	37.1	
	Older Youth	48	56.5	
	Younger Youth	52	73.1	
Skill Attainment Rate	Younger Youth	66	62.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	13

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Virginia Workforce Investment Board 1	<b>Total Participants                  Served</b>	Adults	554
		Dislocated Workers	365
		Older Youth	95
		Younger Youth	434
	<b>Total Exiters</b>	Adults	401
		Dislocated Workers	194
		Older Youth	61
		Younger Youth	211

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	55	80.4	
	Employers	55	85.2	
Entered Employment Rate	Adults	64	67.7	
	Dislocated Workers	76	85.2	
	Older Youth	65	61.1	
Retention Rate	Adults	76	88.1	
	Dislocated Workers	84	92.9	
	Older Youth	78	84.6	
	Younger Youth	52	55.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	4,175	
	Dislocated Workers	88	4,118	
	Older Youth (\$)	1,600	3,631	
Credential / Diploma Rate	Adults	52	48	
	Dislocated Workers	52	57.2	
	Older Youth	50	50.8	
	Younger Youth	52	69	
Skill Attainment Rate	Younger Youth	72	91.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

# WIA Annual Report Data

State Name: VA

Program Year: 2003

Table O: Summary of Participants

<b>Local Area Name:</b> West Piedmont Workforce Investment Board 17	<b>Total Participants Served</b>	Adults	981
		Dislocated Workers	1,075
		Older Youth	81
		Younger Youth	510
	<b>Total Exiters</b>	Adults	486
		Dislocated Workers	369
		Older Youth	28
		Younger Youth	150

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	56	68.3	
	Employers	54	79.2	
Entered Employment Rate	Adults	59	65.2	
	Dislocated Workers	63	73.8	
	Older Youth	54	50	
Retention Rate	Adults	67	88.7	
	Dislocated Workers	74	93.6	
	Older Youth	66	66.7	
	Younger Youth	45	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,240	1,720	
	Dislocated Workers	75	638.6	
	Older Youth (\$)	2,000	2,201	
Credential / Diploma Rate	Adults	50	26.8	
	Dislocated Workers	50	32.2	
	Older Youth	42	35.3	
	Younger Youth	46	24.2	
Skill Attainment Rate	Younger Youth	59	98.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		4	2	11

# WIA Annual Report Data

State Name: VA

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Western Virginia Workforce Development Board 3	<b>Total Participants                  Served</b>	Adults	125
		Dislocated Workers	264
		Older Youth	20
		Younger Youth	246
	<b>Total Exiters</b>	Adults	56
		Dislocated Workers	67
		Older Youth	10
		Younger Youth	139

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	74.2	
	Employers	68	77.8	
Entered Employment Rate	Adults	74	74	
	Dislocated Workers	79	92	
	Older Youth	66	50	
Retention Rate	Adults	82	91.5	
	Dislocated Workers	92	94	
	Older Youth	78	80	
	Younger Youth	56	42.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,735	4,768	
	Dislocated Workers	92	419.6	
	Older Youth (\$)	1,944	5,371	
Credential / Diploma Rate	Adults	62	16.7	
	Dislocated Workers	62	68.1	
	Older Youth	51	56.3	
	Younger Youth	57	35	
Skill Attainment Rate	Younger Youth	74	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	1	12