



**Delaware Workforce Investment Board  
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**John McMahon, Chairman of the Board  
Patricia Cannon, Executive Director**

**Annual Report: Narrative Section Program Year 2004**

**July 1, 2004 – June 30, 2005**

**Submitted by: Patricia A. Cannon, MSM  
September 27, 2005**

**Delaware is proud to report a second consecutive year of meeting all seventeen of our performance goals for Adult, Dislocated Worker and Youth Workforce Investment Act programs! Delaware continues to demonstrate remarkable improvement, based in part on the dramatic efforts to validate the quality of our data through enhanced provider relations, especially with our Youth contract providers.**

**The communication with our Workforce Investment Act training providers has improved through the combined efforts of Delaware Workforce Investment Board (DWIB) and the Delaware Department of Labor, Division of Employment & Training (DET) contract management team. DWIB hosts annual provider forums and DET hosts quarterly “Results & Learning” sessions with the contracted youth providers. This formal interaction, combined with ongoing informal dialogue, has tremendously improved the communication of federally-mandated reporting elements and required documentation. The ongoing effort has greatly enhanced our ability to perform “just in time” adjustments to better meet the needs of our customers. DWIB and DET staff provide continuous feedback to our providers regarding changes in labor market demand, as the information becomes available through both Delaware Department of Labor, Division of Occupational & Labor Market Information and the private sector DWIB leadership.**

**12 of 17 performance standards including increased Adult Earnings, Employment and Employability (credentials) and Younger Youth Diploma and Skill Attainment rates illustrate a positive correlation of our WIA investments. Our performance outcomes for Dislocated Workers and Older Youth were slightly lower than last year, as a result of some massive layoffs in the Manufacturing sector. We continue to work toward High Growth Job Training Initiatives to off-set the job loss in this sector. We are working closely with Delaware Economic Development Office (DEDO) to adapt our training programs to meet the needs of the industry clusters that are targeted for growth in Delaware. We have aggressively recruited business DWIB members from the Delaware Economic Development Office industry cluster teams.**

The following timeline describes the breadth of Delaware Workforce Investment Board's initiatives to maximize the Return on Investment of federal Workforce Investment Act funds, as well as the State of Delaware Blue Collar Tax funds, for which we have oversight responsibilities:

#### **Timeline of DWIB Initiatives for PY04**

- **July 19-22, 2004 DWIB staff attend Workforce Innovations and Business Relations Group High Growth Job Training Initiative meeting in San Antonio, Texas**
- **July 26, 2004 DWIB Deputy Director attends US DOL Financial Management Training in Philadelphia, PA**
- **July 27, 2004 DWIB partners with DEDO planning team in preparation for BIO2005 (national Biotechnology Forum, scheduled for July, 2005)**
- **August 2, 2004 DWIB staff meets with Delaware State University to plan Minority Health Issues Panel for Biotechnology Institute's educational forum, scheduled for July, 2005**
- **August 3, 2004 DWIB staff meets with Delaware Technical & Community College (DTCC) Campus Directors to increase training programs targeting Labor Market demand**
- **August 5, 2004 DWIB staff meets with Animedix, Inc. to learn more about Biotechnology industry needs for incubator companies**
- **August 9 – 12, 2004 Equal Employment Opportunity meeting, sponsored by US DOL in Washington, DC**
- **August 17, 2004 DWIB meets with DEDO's BIO planning committee**
- **August 18, 2004 DWIB meets with Agilent Technologies to plan Biotechnology/Mentor implementation plan**
- **August 31, 2004 DWIB Executive Committee meeting**
- **August 31, 2004 DWIB meeting with Agilent Technologies and DE Dept. of Education: Biotechnology/Mentor Implementation planning**
- **September 1, 2004 DWIB staff meets with DE Center for Disabilities Studies Workforce sub-committee**
- **September 8, 2004 DWIB staff meets with Vocational Services Committee of Delaware Association of Rehabilitation Facilities**
- **September 9, 2004 DWIB staff meets with DTCC Owens Campus (Georgetown) Campus Director to specifically identify training programs to be expanded in Sussex County**
- **September 15, 2004 DWIB staff attends Biotechnology Breakfast Networking meeting at Delaware Biotechnology Institute (DBI)**
- **September 22, 2004 DWIB staff meets with US DOL Regional Staff regarding Compliance Review of Labor Market Information grant**
- **September 23, 2004 DWIB Performance Measures Committee meeting**
- **October 4, 2004 DWIB staff meeting with Goodwill Industries**
- **October 6, 2004 DWIB staff & Board Chairman participate in City of Wilmington Council on Competitiveness meeting**

- **October 15, 2004 DWIB staff participate in DEDO BIO2005 planning meeting**
- **October 18, 2004 DWIB staff participate in Werner Trucking Job Fair with former Business Relations Group liaison**
- **October 19, 2004 DWIB Executive Committee & Full Board meeting**
- **October 21, 2004 DWIB staff participate in national BIO2005 planning meeting in Philadelphia, PA**
- **October 27, 2004 DWIB staff participate in Sussex County Economic Development Meeting, sponsored by DTCC, Owens Campus**
- **November 8, 2004 DWIB staff participate in US DOL Regional Office Leadership meeting**
- **November 9, 2004 DWIB staff meeting with Chairman of Board, Secretary of Labor and Director of Labor Market Information**
- **November 14-17, 2004 Disability Program Navigator meeting**
- **November 18, 2004 DWIB staff participate in National BIO2005 planning meeting in Philadelphia, PA**
- **November 23, 2004 DWIB staff meeting with Agilent Technologies and DE Dept. of Education for planning Biotechnology/Mentor program**
- **November 24, 2004 Release Request for Proposal (RFP) for WIA Youth and Blue Collar Adult & Youth programs**
- **December 1, 2004 DWIB staff participate in DEDO BIO2005 planning meeting**
- **December 6, 2004 RFP Orientation Meeting**
- **December 8, 2004 DWIB staff participate in Governor's Disability Council meeting**
- **December 10, 2004 DWIB staff participate in National BIO2005 planning meeting in Philadelphia, PA**
- **December 13, 2004 DWIB staff participate in Healthcare Commission Nursing Sub-committee meeting**
- **December 15, 2004 DWIB staff participate in Biotechnology/Mentor planning strategy meeting with DTCC & DE Dept. of Education**
- **December 17, 2004 DWIB staff meet with Chairman of the Board and facilitator to finalize Strategic Planning Meeting Agenda**
- **January 3, 2005 DWIB Executive Committee meeting to discuss Bonding for Training Providers**
- **January 3-7, 2005 DWIB Biotechnology/Mentor training (first round)**
- **January 10-13, 2005 DWIB staff attend National Governors Association Policy Forum**
- **January 14, 2005 DWIB staff meet with US DOL Regional Staff regarding Corrective Action Plan**
- **January 19, 2005 DWIB staff attend Delaware Biotechnology Institute breakfast meeting**
- **January 20, 2005 DWIB staff participate in City of Wilmington Comprehensive Economic Development Strategy Meeting**
- **January 27 – 28. 2005 DWIB Strategic Planning Forum**

- February 1, 2005 DWIB Executive Committee Meeting ~ final approval of Strategic Plan, which would serve as the template for the 2-year Statewide Strategic Plan Document, as required by US DOL
- February 4, 2005 DWIB staff attend DE Healthcare Commission Nursing Subcommittee meeting
- February 8, 2005 DWIB staff participate in DE Healthcare Commission's Youth "Job Fair" targeting teachers and guidance counselors to enhance their understanding of careers in the Healthcare industry
- February 9, 2005 DWIB staff joins DE State University at Biotechnology Institute in Washington, D.C. regarding Minority Health Issues Panel for the Biotechnology Industry Forum
- February 15, 2005 DWIB staff participate in Health Care Commission meeting
- February 22, 2005 DWIB members review RFP presentations
- March 3, 2005 DWIB staff serve as judges at DOE Business Professionals of America
- March 4, 2005 DWIB staff serve as judges at DOE VICA SKILLS, USA
- March 9, 2005 US DOL site visit regarding Disability Program Navigator grant with DWIB Board members and staff
- March 15, 2005 DWIB Executive Committee & Full Board meeting
- March 17, 2005 DWIB staff participate in National Biotechnology Industry Organization planning meeting for BIO2005
- April 5, 2005 DWIB staff participate in Governor's Disability Council, Workforce sub-committee
- April 7, 2005 DWIB staff meet with DE DOE, Science Dept. regarding Biotechnology/Mentor program
- April 11, 2005 DWIB staff participate in Center for Disabilities Studies, Workforce subcommittee meeting
- April 13, 2005 DWIB staff participate in DE Healthcare Commission Nursing Subcommittee meeting
- April 19-21, 2005 DWIB staff participate in CLASP workforce forum (Center for Law and Social Policy)
- April 25, 2005 DWIB staff participate in US DOL Regional Office Leadership meeting
- April 27, 2005 DWIB Board Chairman meeting with DWIB & DET staff
- May 3, 2005 DWIB Executive Committee meeting
- May 5, 2005 DWIB Leadership, DWIB staff & DET staff meet to develop 2-Year Strategic Plan
- May 12, 2005 DWIB Leadership, DWIB staff & DET staff meet to develop 2-Year Strategic Plan
- May 23, 2005 DWIB Performance Measures Committee meeting
- May 24, 2005 DWIB Leadership negotiations with US DOL
- June 7, 2005 DWIB Executive Committee & Full Board Meeting
- June 15, 2005 Biotechnology Institute Teacher-Leader Day

- ✦ June 16, 2005 DWIB staff participates in panel presentation as Best Practice, with DE DOE and Agilent Technologies, as sponsored by Biotechnology Institute ([www.biotechinstitute.org](http://www.biotechinstitute.org))
- ✦ June 17-22, 2005 DWIB staff supports DEDO's Biotechnology effort at BIO2005 in Philadelphia, PA
- ✦ June 27, 2005 DWIB staff meets with DET Fiscal Officer
- ✦ June 30, 2005 DWIB Public Relations Committee Meeting

Delaware was well represented at the Biotechnology Industry Awards Banquet, June 18, 2005 in Philadelphia, PA (Pictured Left to Right: Patty Cannon, DWIB Executive Director; Ray Briscuso, Executive Director of Biotechnology Industry Organization; Phil Vavala, Science Dept. Chairman, Salesianum School; Dr. Susan Zawislak, Director of Corporate & Community Programs, DE Technical & Community College)



Governor Ruth Ann Minner leads the Delaware contingent at the Grand Opening of BIO2005's Exhibit Hall ~ She and Judy Cherry (pictured below), Director of Delaware Economic Development Office made a tremendous investment in this international event!



Governor Minner is pictured above



Terri Lawson, Animedix, Inc. and Patty Cannon, DWIB wearing our DELAWARE shirts while working at the DELAWARE booth during BIO2005! Animedix is one of several Biotech Incubator companies located at Delaware Technology Park. It is owned by Dr. Ashok Subramanian who served as a guest speaker at DWIB's March 1, 2005 Board meeting.

Grow your business in Delaware was the theme ~ and Delaware Workforce Investment Board played an integral part in supporting this economic development initiative!



Chairman of the Board, John McMahon as he introduces Beth Mineo-Mollica, Director of DE Assistive Technology Initiative and Bob Lydum, Agilent Technologies at the June 7, 2005 DWIB Board meeting. (Left to Right: Chairman McMahon, Beth Mineo-Mollica, Bob Lydum)

Delaware Workforce Investment Board strives to give voice to the broad spectrum of customers, including our business community and the hard to serve populations, such as those with disabilities, Limited English Proficiency and those living below the self-sufficiency levels. In addition, we are consistently working on continuous improvement of our Certified Provider List to ensure that there are viable training opportunities for customers who seek entry level training in basic, relatively low-skill jobs as well as those who seek training in high-tech, high-skill jobs. In response to labor market demand, we have developed intensive Biotechnology Mentor programs, funded by a U.S. Department of Labor grant under the President's High Growth Job Training Initiative through the Business Relations Group.

The photo below illustrates an example of the successful integration of a newly trained Mentor, a student at Delaware Technical & Community College (right) setting up a Biotechnology Laboratory experiment with a teacher in the Howard Vo-Tech High School. The Mentors improved the teacher-student ratio during the experiments, which created an intensive experiential learning experience for the students. This is a program that has received national recognition as a Best Practice by the Biotechnology Institute. We presented during the July, 2005 Best Practices Day in Philadelphia and have been invited to present again in April, 2006 in Chicago.



Delaware continues to focus on intensity of services for our customers, especially those who are eligible for Intensive Services and Individual Training Accounts, to ensure strong supportive services that enhance their success and maximize their employability at the highest possible level. That intensity of service delivery is evident in our overall \$2,622 cost per participant in Program Year 2004, which is almost the same as the \$2,637 cost per participant reported in Program Year 2003. The Return on Investment is evident in our significant improvement in meeting and exceeding our Performance goals for PY03 & PY04.

Delaware: Single Service Delivery Area

PY04 Financial Statement

	Available	Expended	Percent	Remaining	Obligated	Net Carry-in to PY05
<b>TOTAL WIA FUND SOURCES</b>	<b>\$8,275,569</b>	<b>\$6,062,437</b>	<b>73%</b>	<b>\$2,213,132</b>	<b>\$597,143</b>	<b>\$1,615,989</b>
Adult Program Funds	1,703,965	581,080	34%	1,122,885	216,016	906,869
Carry-in	892,524	892,524	100%	0		
Dislocated Worker Funds	954,903	530,675	56%	424,228	124,930	299,298
Carry-in	383,949	383,949	100%	0		
Youth Program Funds	2,051,276	1,909,375	93%	141,901	141,901	0
Carry-in	429,947	429,947	100%	0		
Out of School Youth		749,400				
In School Youth		1,547,649				
Summer Employment		42,273				
Local Administrative Funds	478,907	432,043	90%	46,864	0	46,864
Carry-in	33,684	33,684	100%	0		
Rapid Response Funds	158,752	116,342	73%	42,410	0	42,410
Carry-in	247	247	100%	0		
Statewide Activity Funds	767,257	415,118	54%	352,139	31,591	320,548
	420,158	337,453	80%	82,705	82,705	0

	Total # of Customers Served	Cost per Customer
<b>Overall, All Program Strategies</b>	<b>2312</b>	<b>\$2,622</b>
Adult Program	883	\$1,669
Dislocated Worker Program	426	\$2,147
Youth Program	1003	\$2,332