

Year Five

Workforce Investment Act

Alaska's Title 1-B Annual Report
Program Year 2004



Alaska Department of Labor and Workforce Development
PO Box 21149
Juneau, AK 99802-1149
Telephone 907/465-2700 – Fax 907/465-2784



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

Jobs are Alaska's Future

STATE OF ALASKA

**Department of Labor & Workforce Development
OFFICE OF THE COMMISSIONER**

**P. O. Box 21149
Juneau, AK 99802-1149
Phone: (907)465-2700
Fax: (907)465-2784**

September 30, 2005

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

Dear Madam Secretary:

It is a pleasure to provide Alaska's Workforce Investment Act Title I-B Annual Report for Program Year 2004.

On behalf of Governor Frank H. Murkowski, I certify, as his designee for workforce development, that the Workforce Investment Act data submitted for Federal Program Year 2004, as contained in the following narrative report and submitted separately under the Employment and Training Administration's Enterprise Information Management System, are complete and accurate.

This report contains the necessary narrative reporting elements as specified in guidance from the Employment and Training Administration, and features several participant success stories per program.

Alaska continues to see improvements and efficiencies in the consolidated statewide system and is set to build on the investments made from five program years of formula funds and your generosity with other, recent discretionary awards. We take to heart your support and your vote of confidence in Alaska with these vital efforts, and look forward to our continued partnership in building a prepared Alaskan workforce.

Sincerely,



Greg O'Claray
Commissioner

Workforce Investment Act Title I - B Programs in Alaska

Overview

During PY 2004 Alaska continued operating Workforce Investment Act (WIA) Title I - B programs as a single state regional planning area with a renewed waiver by the U.S. Department of Labor, Employment and Training Administration. This allows more equitable funding and efficient administration for the state's workforce investment system and aligns agency oversight and accountability. Alaska's Workforce Investment Board (AWIB) performs the functions once required of two local workforce investment boards in its role as the state's single workforce investment board.

The AWIB provides oversight and planning for Alaska's workforce development system and articulates the coordination among state One-Stop and partner agencies. A Memorandum of Understanding (MOU) is in effect between the board and the One-Stop partner agencies. The AWIB evaluates the Eligible Training Provider List – those training programs eligible to receive WIA funds through Individual Training Accounts, and in an effort to increase local coordination between workforce and economic development, has chartered Regional Advisory Councils.

Under the consolidated board, the Youth Council operates as a standing committee. The Youth Council's mission statement, *Building Bridges to Jobs for Alaska's Youth*, integrates its primary role of planning, developing and recommending innovations and practices to be incorporated into agency policies and procedures. The Youth Council comprises 23 members and is the coordinating council for workforce development and training for young Alaskans. Goals for the Youth Council include, but are not limited to: increased visibility of youth programs and stronger linkages in the business community; a better focus on youth development activities, such as leadership and mentoring opportunities, including organizational and teamwork skills; increased emphasis on academic learning as it connects to the workplace, and a stronger focus on out-of-school youth.

The Alaska Department of Labor and Workforce Development (herein referred to as the department) has consolidated job-training services with employment services in the Alaska Job Center Network (AJCN), consisting of 26 Alaska Job Centers. The AJCN has adopted principles, which include: Customer Service Focus, Customer Choice, Performance Driven Operations, Universal Access, and Integration. Universal Access language in the One-Stop MOU ensures that all Alaska Job Centers and job center programs will be accessible to all Alaskans and usable by people with disabilities according to the standards spelled out in the Americans with Disabilities Act Accessibility Guidelines and Job Center Certification Procedures.

Through the efforts of several state agency divisions (namely, Business Partnerships, Employment Security, Vocational Rehabilitation, and Public Assistance), which are collocated within the Alaska Job Center Network, Alaska is progressing from mere collocation toward true integration of One-Stop services. This includes alignment of functional resources, job center redesign efforts, improved cross training, full accessibility, and the strategic inclusion of community partners that offer vital employment and training-related services.

The department's Division of Business Partnerships is the recipient of WIA funds and manages the grants to other state agencies and with vendors contracted for training programs on behalf of the public workforce system. DBP passes federal funds through to the AWIB, the Employment Security Division (the state's One-Stop Operator), and numerous sub-grantees. During PY 2004, DBP initiated a standardized due diligence process for grants and developed monitoring and review procedures to ensure its WIA grant funded training programs remain effective, compliant and accountable.

The Division of Business Partnerships maintains the state's Management Information System for participant case management and training program performance. Data are provided to the AWIB and ETA for performance review and program evaluation. Employment after job training is the focus of the AWIB, the department, and the initiatives established during the last year, including the *Jobs Are Alaska's Future Initiative* and the board's identifying priority industries and occupations aligned with the priorities of the state's administration.

The economy is dependent on a well-qualified labor force with skills relevant to the needs of Alaska's employers. Identifying these skills is the first step in closing any possible skills mismatch and ensuring that Alaskans are well positioned to benefit from Governor Murkowski's *Jobs are Alaska's Future Initiative*. During PY 2004, the AWIB prioritized the following industries for funding training programs in preparation for anticipated job growth:

- Health care
- Construction
- Information Technology
- Education
- Natural resource development (i.e., mining and petroleum)
- Transportation
- Hospitality and tourism
- Seafood harvesting and processing

PY 04 Notable Highlights

Alaska's One-Stop Operator, the Employment Security Division, in partnership with other agencies, is systematically redesigning the Alaska Job Center Network to improve coordination of services. The focus is improvement of partner collocation and accessibility while streamlining intake and customer service delivery processes.

During PY 2004, partnerships in Alaska occurred at several levels. At the statewide, industry level, the department has engaged representatives from the construction, marine transportation, and petroleum industries to develop memoranda of understanding and other vehicles to increase employer contributions to training new workers. In addition to the menu of services provided to businesses through the Alaska Job Center Network (AJCN), industry liaison positions were established within the Division of Business Partnerships in order to work more closely with industry consortia and better identify and fill the needs of businesses in areas of training.

Additionally, the AWIB is working with industry to prioritize occupations within its identified high priority industries for better training alignment. With apprenticeships, Alaska is able to leverage union and non-union training with a real job at the end of training. At the community-based, participant level, job center partners are conducting joint planning and case management to maximize resources to provide individuals with comprehensive services.

Wagner-Peyser's Employment Service three tiers of delivery methods contribute directly to core, intensive, and training services provided under WIA. Alaska continues to train front line staff on the Wagner-Peyser and WIA service processes with the goal of providing superior customer service. Wagner-Peyser Act resources have been used as the foundation for providing services and linking adults and dislocated workers to available programs.

Highlights from PY 2004 include U.S. Secretary of Labor Elaine Chao presenting United States Senator Ted Stevens and Labor Commissioner Greg O'Claray with a \$7 million grant to increase the state's capacity to recruit and train workers for careers in the energy and construction industries.

Alaska's High Growth Job Training Initiative for Energy is a collaborative effort designed within the framework of the Workforce Investment Act to increase the supply of qualified, journey-level workers for employers in the resource extraction industries, including support activities in construction and transportation. In his acceptance speech, Commissioner O'Claray said, "These funds will forward Governor Murkowski's vision to develop Alaska's abundant energy resources, get them to world markets, and put Alaskans to work." The Commissioner added that the funding will help increase the state's capacity to

recruit and train Alaskans, especially younger Alaskans, for careers in the construction trades and the energy industry.

An added highlight of PY 2004 was the recognition of Alaska Department of Labor and Workforce Development's Regional Job Center Manager for Southeast Alaska, Ted Burke, for the *James R. Walls One-Stop Employee of the Year Award*. The National Association of State Workforce Agencies' award honors a one-stop state agency employee whose conduct demonstrates his or her outstanding dedication to customers and fellow employees. In earning this award for PY 2004, Ted demonstrated extraordinary service to his community and met with vigor the challenge of reorganization within the existing workforce system. Ted coordinated the successful redesign of the two Southeast Alaska job centers so they are more customer-friendly and are focused on helping people find the jobs and/or the training they need to be successful.

The department is implementing a new online, electronic labor exchange system, called "ALEXsys," (the "Alaska Labor Exchange system"). ALEXsys will provide better matching of job seekers and employers, through skill identification, and will help the department meet its goal of becoming Alaska's biggest hiring hall.

Because of the effectiveness of previous One-Stop staff training academies, Alaska increased the number of academies in PY 2004 to twelve using Statewide Activities funds. One-Stop academies provide capacity building and technical assistance to the One-Stop operator, partners and eligible providers. These events are established and designed as a series of interactive workshops to guide participants through the areas of customer service, interviewing, labor market information, employment skills, supportive services and referral strategies in a teamwork format.

The AWIB designated its Vocational Technical Education Providers group as an ad hoc committee. This committee includes both public and private training entities, as well as industry consortia focused on workforce development. With support from the DBP, the committee looks to coordinate dwindling training resources, attract new resources, and implement quality initiatives such as meeting industry standards.

Additionally, the AWIB approved policies related to individual training accounts and is designing an ETPL that emphasizes performance and accountability for public and private training providers.

Adult and Dislocated Worker Programs

The Workforce Investment Act provides increased flexibility to states and local areas in implementing reforms to the workforce development system in exchange for state and local accountability for results, including improved

program outcomes. During PY 2004, Alaska applied for and was granted two waivers within the WIA Adult and Dislocated Worker Programs. A request to waive WIA Section 133(b)(4) and Code of Federal Regulations (CFR) 20 Section 667.140 limiting transfer of funds between the Adult and Dislocated Worker programs to no more than 20 percent of a program year's allocation was approved. This waiver provides Alaska the ability to transfer up to 100 percent of a program year's allocation between these two programs.

Alaska's request to waive Section 136 of the Workforce Investment Act (WIA) and paragraph 666.140 of the CFR 20 core performance measure retention in unsubsidized employment six months after entry into the employment was approved. This waiver authorizes Alaska to establish a three-month retention performance measure for seasonal workers in locations where unemployment is greater than seven percent at the beginning of a calendar year. The waiver allows Alaska Job Centers to better serve rural Alaskans who are likely to seek seasonal employment.

During PY 2004 Alaska's Workforce Investment Act Adult and Dislocated Worker programs significantly contributed to the state's goal of putting Alaskans into good jobs. By providing core, intensive, and training services to persons needing work, these two programs directed federal resources toward attainment of nationally recognized certifications and employment into industries and occupations that are in high demand. Alaska's WIA Adult and Dislocated Worker programs remain strong and well suited to the current economy. Overall, the trend for these programs remains positive and they continue meeting the needs of business and industry.

In PY 2004, 1,074 individuals participated in the WIA Adult Program versus 1,350 in PY 2003. This reduction of participants directly correlates with the reduction in available WIA Adult program funding as the state exhausts its carry-in funds. During months seven through twelve (the third and fourth quarter) following exit from the program, 71.4 percent of program participants were reported employed in Alaska wage and salary employment or were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 84.9 percent retained employment in the third quarter after exit. Six months earnings change was \$5,335.00 for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 58.3 percent.

| WIA Program Year 2004 (SFY05) | | | | |
|--------------------------------------|-------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| July 1, 2004 – June 30, 2005 | | | | |
| | 2004 | | | 2003 |
| Program Performance Measure | Negotiated Performance | PY 2004 Actual Performance | 80% of Negotiated Performance | PY 2003 Actual Performance |
| WIA Adult Program | | | | |
| Entered Employment Rate | 71.00% | 71.40% | 56.80% | 74.00% |
| Employment Retention Rate | 82.00% | 84.90% | 65.60% | 84.60% |
| Earnings Change in Six Months | \$4,400.00 | \$5,335.00 | \$3,520.00 | \$5,376.00 |
| Credential Rate | 59.00% | 58.30% | 47.20% | 66.30% |

Excluding 664 NEG participants, 1,313 individuals were served in the WIA Dislocated Worker Program during PY 2004, down from 1,523 in PY 2003. During months seven through twelve (the third and fourth quarters) following exit from this program, 80.6 percent of program participants were reported employed in Alaska wage and salary employment or were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 83.8 percent retained employment in the third quarter after exit. Six months earnings replacement was 132.2 percent for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 70.2 percent.

Alaska recognized a challenge regarding employment retention of dislocated workers and applied for a waiver of Section 136 of the WIA and paragraph 666.140 of the CFR 20 of core performance measure retention in unsubsidized employment six months after entry into employment. The waiver was approved, authorizing Alaska to establish a three-month retention performance measure for seasonal workers in locations where unemployment is greater than seven percent at the beginning of a calendar year. This will improve the Dislocated Worker program's employment retention rate going forward as the periods measured begin falling within the granted waiver.

| WIA Program Year 2004 (SFY05) | | | | |
|--------------------------------------|-------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| July 1, 2004 – June 30, 2005 | | | | |
| | 2004 | | | 2003 |
| Program Performance Measure | Negotiated Performance | PY 2004 Actual Performance | 80% of Negotiated Performance | PY 2003 Actual Performance |
| WIA DW Program | | | | |
| Entered Employment Rate | 77.00% | 80.60% | 61.60% | 83.50% |
| Employment Retention Rate | 88.00% | 83.80% | 70.40% | 89.70% |
| Earnings Change in Six Months | 98.00% | 132.20% | 78.40% | 138.20% |
| Credential Rate | 59.00% | 70.20% | 47.20% | 76.50% |

Alaska uses its Management Information System to closely monitor WIA performance and provide departmental management and ETA with regular reports on progress and areas needing improvement based on the negotiated performance levels. Corrective action for the WIA Title 1-B programs in Alaska will be taken if performance falls below 80 percent of the negotiated performance level. Corrective action will include monitoring and oversight and/or technical assistance to address specific deficiencies. Alaska continues to strive for performance excellence and improvement, to make internal systematic improvements, and to be responsive to new federal initiatives or requirements that require program enhancements or evolution. Alaska looks forward to the promising opportunities ahead.

Successes

Luke – A Dislocated Fisherman Trains as Merchant Mariner

“It’s definitely better than what I was making fishing,” adding that his job now includes overtime pay, a term that has yet to be recognized in the fisherman’s lexicon.

Luke Bradley, once a fisherman from Haines, Alaska, lived a dream for six years, gillnetting sockeye salmon in Lynn Canal, before shifting to what he thought was a more secure job as a deckhand on salmon tenders for two of the largest seafood processors in Alaska. One went broke. The other kept cutting its contract fee with his skipper. Because he could no longer support himself, Luke quit fishing and says he’s never going back.

Luke made an unusual return to Southeast Alaska in April 2005 as a crewmember on the *Alaskan Explorer*, British Petroleum's new \$250 million oil tanker, during its maiden voyage en route to pick up its cargo of North Slope oil in Valdez, Alaska.

While the *Alaskan Explorer* was docked in Juneau the local media understandably took special interest in Luke as he is the only Alaskan out of 24 crewmembers onboard. Luke, now 24, received job training as a participant in the \$8 million National Emergency Grant (NEG) for workers dislocated from Alaska's commercial salmon fishery.

Luke was determined eligible under the salmon fishery NEG at the Juneau Job Center and was referred through the Seafarers' Education Alternative Link (SEA Link Inc.) for training at the Seafarers International Union's (SIU) Paul Hall Center for Maritime Education in Piney Point, Maryland. After receiving his initial training as an Ordinary Seaman, he is earning a base salary of \$2,200 a month plus an equal amount in overtime pay along with paid vacations and health benefits.

Kent – Out-of-Work Logger with a Learning Disability Finds Success Through Job Training

Kent, a Ketchikan, Alaska resident, dislocated from the timber industry and suffering from a learning disorder, was provided Adult Basic Education, prevocational training services and job training through a WIA Dislocated Worker program grant to SEA Link. Kent's dream was to become a merchant marine.

Kent went to the sub-recipient's office each morning four days a week for three hours to improve on his math and reading comprehension prior to going to his part-time employment at a local grocery store. He kept up this study regimen for four months until he was ready to pass the required tests for admittance into the SIU Unlicensed Apprenticeship (UA) training course. The UA course consists of hands-on training and classroom work covering deck seamanship, rules of the road, marlinespike seamanship, helmsman ship, cargo handling, safety, fire fighting, emergency procedures, first aid, anchoring and mooring, and aids to navigation.

After 12 months, Kent graduated and is now permanently employed with Maersk Lines Ltd. as an Ordinary Seaman working in the deck department.

Hanni Patterson – Laid-Off Sales Clerk Retrains for Health Care Job

At the time Hanni Patterson went to the Ketchikan Job Center for assistance in December 2004, the jewelry store in which she had been employed was for

sale, and Hanni would be jobless after January. This was the second consecutive employer who terminated her employment due to closure.

Ketchikan Job Center staff assisted in her job search, and provided career counseling to help her explore job possibilities in Ketchikan's beleaguered labor market. While exploring career options, Hanni realized that her experience gained 20 years ago as a Registered Nurse in Germany, could open the door for possible employment in the booming health care market. With her vocational counselor encouraging her, it seemed reasonable to apply for employment at the hospital as a phlebotomist. They contacted the Human Resources department to discuss the possibility of an OJT. During this process, an opening for a phlebotomist became available.

The hiring team at Ketchikan General Hospital was impressed with Hanni and seized the opportunity to hire her into an OJT through the Ketchikan Job Center. Job Center staff members were excited at the prospect that this could pave the way for future OJT contracts with this premier level vendor.

Hanni was thrilled to begin work with an employer who could employ her year-round and provide the benefits she greatly needed. Hanni has successfully completed all curricula and testing required in her three-month OJT with the hospital. After completing six months on the job, she will apply to gain national phlebotomist certification. Hanni's beginning training wage was \$10.75 per hour, but now earns \$11.07, and with the night shift time differential, she earns \$12.52. Hanni has successfully reached 96 percent of her dislocated wage. The Hospital's maximum wage for phlebotomists is \$13.77, which it is anticipated Hanni will earn post national certification.

Rapid Response Program

Purpose - To ensure that businesses that are going through transitions are assisted with their planning needs and to make certain the workers who are affected are able to transition into new employment as smoothly as possible.

Mission - To provide proactive customized strategies, support and assistance to businesses, communities, families and individuals to minimize the impact of job loss and closures.

Vision - Alaska will have one of the most effective rapid response programs in the Nation. All dislocated workers and businesses that utilize rapid response services will be provided access to accurate and timely information, which will allow them to make informed choices and explore options for their futures. High standards have been set and will be achieved.

Values - All situations will be approached with a positive, team-oriented attitude. Everyone will be regarded with dignity and treated with the utmost

courtesy and respect. We care about the job we do, the people we serve and are motivated to do the best job possible.

Over the past ten months, Alaska's Rapid Response Program has undergone substantial changes. A statewide team of rapid response specialists were identified and provided with intensive training on rapid response activities and services. The team concept was pursued to ensure that all distinctive areas in the state have trained specialists that understand the particulars of their local economy and workforce issues and are able to respond appropriately.

The team specializes in identifying the needs of the dislocated workforce and is able to deliver appropriate rapid response services in an efficient and timely manner. They are skilled at approaching employers, unions, and workers and are able to provide appropriate referrals to meet the unique needs. The team possesses a thorough understanding of the psychological impacts of job loss and how to respond to dislocated workers and employers with an empathetic, practical and positive approach.

Worker informational meetings have been adjusted to ensure that accurate and consistent information is presented in a clear and succinct style. Emphasis is on following up with workers that attend RR meetings and a tracking system has been created to ensure they receive the services they need through the job center.

Active promotion is ongoing through educating partners, working closely with Unemployment Insurance (UI) tax and the UI call centers, creating brochures and fact sheets for distribution and marketing to employer groups through Chambers of Commerce and Rotary Clubs.

Since November 1, 2004, the rapid response team has provided services to 67 businesses and hundreds of impacted workers.

Successes

Era Aviation hub is in Anchorage and consisted of two divisions, a helicopter and a flight service division. In late 2004, the company was bought out by SEACOR who was interested in acquiring only the helicopter division. SEACOR immediately removed all the helicopters and transferred them to Louisiana. SEACOR then made substantial cuts in the flight service division in order to reduce costs. Over 80 workers were laid off with staggered layoff dates. The occupations included helicopter mechanics, pilots, flight attendants, and accounting and supply clerks.

Numerous rapid response worker informational meetings were held as the workers were laid off. A flight attendant participated in the rapid response meeting held on January 24, 2005. She immediately followed up with

Anchorage rapid response specialist Terry Weight, and made an appointment with him the first week of February. Terry met and worked with this individual on five different occasions on resume writing, job search skills, labor market information, helped her create a Workplace Alaska profile and did a mock interview with her. This dislocated worker applied for an Employment Security Specialist job with the Alaska Department of Labor and Workforce Development and was hired. She now has a full-time permanent job with excellent benefits.

Chugach McKinley had a five-year contract with the Army to perform maintenance on army vehicles at the Ft. Wainwright base in Fairbanks. The contract was cut by three years as the vehicles were being shipped to Iraq. Fifty-five employees received layoff notices. A rapid response meeting was held on April 20, 2005. The majority of the workers immediately began working with the Fairbanks Job Center. Many attended training to upgrade to commercial drivers licenses, others utilized resume writing, mock interviewing, and job search workshops. As of September 1, 2005, forty-two of the fifty-five dislocated workers have successfully secured new employment.

Youth Program

For PY 2004, youth grantees were held to a high degree of accountability and provided support through technical assistance and training. A youth development model has been implemented, which emphasizes preparing youth for Alaska’s jobs of the future while breaking barriers to work through skill development, occupational development and work readiness.

Training in the high demand industries, especially healthcare and construction, has become the highest priority through pre-apprenticeships and specialized training using the Individual Training Account option. A demand-driven system development is being designed to prepare youth for employment through goal setting in academic, occupational and work readiness arenas. This is reflected in the performance measures. The youth program exceeded all the performance measures to include:

| Measure | Federal Requirement | Actual | Percentage Met |
|---------------------------------------|----------------------------|---------------|-----------------------|
| Diploma or Equivalent | 55% | 68.9% | 125% |
| Skill Attainment | 76% | 87.6% | 115% |
| Older Youth Entered Employment | 69% | 70.5% | 102% |
| Older Youth Credential and Employment | 32% | 57.4% | 179% |
| Older Youth Six Month Retention | 72% | 76% | 106% |

| Measure | Federal Requirement | Actual | Percentage Met |
|---------------------------------------|----------------------------|---------------|-----------------------|
| Younger Youth Six Month Retention | 49% | 68.3% | 139% |
| Older Youth Six Month Earnings Change | 3200 | 5831 | 182% |

The Community Youth Mapping program and the online drug and alcohol prevention and treatment programs (eGetgoing) have provided specialized support to youth resulting in a number of success stories that will continue long after this program ends.

Through enhancements from the youth mapping, outcomes are numerous and some examples are included in the subsequent section under “Successes.”

A best practice with major impact is the eGetgoing online alcohol and drug program. Employers cite drug and alcohol issues as a primary barrier they experience in hiring Alaskan youth. This online program has enabled several youth to get the help they need and move successfully into employment that requires a drug-free atmosphere.

The SEA Link Program has emphasized this supplemental program and as one parent stated, “It saved my son’s life.” This young man dropped out of four local high schools before entering the WIA youth program where he also was able to finish high school in addition to complete training through the Maritime Training program.

Another youth is now making over \$6,000 a month after completing the SEA Link program in addition to the Maritime Training program. This youth had previously been on probation. This youth would not even have been allowed to participate in the Maritime Training program provided at Piney Point, Maryland if he could not get a Coast Guard clearance for his drug problem.

The Adventures in Health program provided through the Matanuska Susitna School District has also been an innovative strategy to expose youth to the healthcare opportunities and meet the greatest need for workforce development that the state has for the next ten years. This career exploration activity has resulted in several young people finishing the Certified Nurses Assistant program, entering employment in that field and pursuing higher education training in other health-related fields.

The youth program has prioritized the neediest youth to include youth in the foster care system or youth aging out of the foster care system, youth offenders, youth with disabilities, migrant youth, and homeless and runaway

youth. This has been accomplished through training of the youth grantees and collaboration with other providers.

The youth program has utilized resources to include the U.S. Department of Labor's, "Working Ahead: A Guide for Connecting Youth Offenders with Employment Opportunities," in addition to presentations from the Office of Children's Services, the Casey Family Programs and a youth panel from the Facing Foster Care in Alaska association.

Alaska is one of the seven programs nationally that has a project that serves youth with disabilities through intermediaries. Youth are co-enrolled in the WIA Title I - B program and are receiving enhanced services through the *Guideposts for Success*, which were developed jointly through the National Collaborative on Workforce and Disability for Youth and the Employment and Training Administration.

In summary, the youth program is making major strides by requiring excellence and focus on Alaska's workforce needs of the future. Alaska will continue to address the major barriers to employment faced by youth through accountability and support.

Successes

Matthew – Youth Transforms Disabilities to Abilities Landing an Internship and a Job

"I made a lot of progress in the GIS Internship at ABR and I made the people at ABR impressed with my work. Having a disability doesn't affect something if you work at it."

"Working with Matt has been an outstanding experience for us. He works hard and is very meticulous. The project we've had him working on is entering raptor (hawks, owls and eagles) data from surveys done in the 1960s into the 1980s." – Will Lentz, ABR Engineering, Inc.

Matthew, a young man who has changed his disabilities to abilities through the WIA Youth and Youth in Transition programs, is successfully employed with a prominent engineering firm in Fairbanks, Alaska.

With mentoring and support from WIA-Youth sub-recipients, Matt acquired basic skills (tutoring), and received youth development opportunities with youth leadership and specialized Geographic Information System (GIS) training.

Matt surveyed the Vice President of ABR Engineering, Inc. in Fairbanks, Alaska for the Community Youth Mapping program, who was impressed enough to

offer him an internship with the company. Specialized training was provided through a joint effort between WIA and ODEP in preparation for the internship that was scheduled for April 2005. This was funded through the WIA program. When the internship ended, ABR Engineering, Inc. offered to extend it, and when that ended, they hired him as a full-time GIS technician. He graduated from high school in the spring of 2005.

Jonathon – Youth Program Inspires a Dream
“Youth mapping gave me the motivation to succeed.”

Jonathon’s dream was to become a chef, but he was having some difficulties in school, and he was very shy. His desire to become a chef was expressed in a youth development opportunity provided by the Academy for Educational Development, Nine Star Enterprises, Inc. as part of the Community Youth Mapping P (CYM) program. He also completed an internship with several restaurants through his school program, one with an award-winning fine dining establishment in Alaska, Sacks Café. They were so pleased with his work that they hired him full-time after he graduated in June.

Year Five Analysis

WIA Financial Statement

| WIA 6-30-05 Annual Report | | | | |
|-------------------------------------|------------------|--------------------------------|----------------|------------------------------|
| Operating Results | Available | Expended/ Obligated | Percent | Balance Remaining |
| Total All Fund Sources | 15,559,293 | 12,813,684 | 82.35% | 2,745,609 |
| Adult Program Funds | 2,173,325 | 2,088,724 | 96.11% | 84,601 |
| Adult Carry In Funds | 365,222 | 143,678 | 39.34% | 221,544 |
| Dislocated Worker Program Funds | 2,828,784 | 2,798,795 | 98.94% | 29,989 |
| Dislocated Worker Carry In Funds | 2,891,542 | 1,771,669 | 61.27% | 1,119,873 |
| Youth Program Funds | 3,128,345 | 2,340,280 | 74.81% | 788,065 |
| Youth Carry In Funds | 961,251 | 817,736 | 85.07% | 143,515 |
| Local Administration Funds | 815,821 | 660,410 | 80.95% | 155,411 |
| Local Administration Carry In Funds | 159,728 | 34,279 | 21.46% | 125,449 |
| Rapid Response | 282,073 | 268,916 | 95.34% | 13,157 |
| Rapid Response Carry In Funds | 0 | 0 | 0.00% | 0 |
| Statewide Activities Funds | 1,489,462 | 1,489,462 | 100.00% | 0 |
| Statewide Activities Carry In Funds | 463,740 | 399,735 | 86.20% | 64,005 |

Analysis and Assumptions

Alaska continued its efforts to refine and fine-tune processes and methodologies implemented with a single state planning area waiver. Several regional areas piloted projects that brought increased continuity and integration of services with partner programs. The barriers because of reduced funding levels continue to throw roadblocks in the way of success, but the state thus far has managed to achieve high goals and standards in serving Alaskans.

The conversion to a single state planning area has presented challenges. PY 2003 began with nearly a full staff to handle the workload and over time lost all of the field staff who came to state ranks as a result of losing the Municipality of Anchorage local workforce investment area. In the ensuing months, the state was able to hire and train case managers to replace them, but it took considerable time to recruit and train individuals. During PY 2004, the state took a close look at participant records and found a number of records that were active with no substantive service for more than a year. After diligently reviewing cases and contacting participants to determine their true status and services they might need, the actual number of participants decreased as they exited registration records for those participants they deemed completed or required no future services available through the Workforce Investment Act or partner service training funds. These actions represent the greatest part of the reduction in active participants between PY 2003 and PY 2004.

This year's Cost Effectiveness (C-E) ratios continue to be consistent. Further reductions in available funding levels due to dwindling carry-in funds continue to have an impact. The C-E ratios demonstrate the increases noted in costs but the reduced labor and administrative support costs somewhat offset the training cost increments. The most significant change is in the older youth, which is reasonable as the state received approval for Individual Training Accounts for youth and had several participants receiving training services.

The following information supports the state's position in last year's report projecting a continued decrease in participants. As funding continues to decline, the pattern of active participants should continue to drop. Furthermore, this year brought on more integration of services with partner agencies leveraging funds between agencies and providing the means to continue training services at a consistent rate.

| Cost Effectiveness Ratio - All Registered Participants | | | |
|---|--------------------------|--------------|----------------------|
| | Participant s | Costs | C-E Ratio |
| Adult Program | 1,074 | 2,232,402 | \$2,078.59 |
| Dislocated Worker Program | 1,317 | 4,570,46 | \$3,470.3 |

| Cost Effectiveness Ratio - All Registered Participants | | | |
|---|--------------------------|--------------|----------------------|
| | Participant s | Costs | C-E Ratio |
| | | 4 | 6 |
| Older Youth Program * | 161 | 464,544 | \$2,885.37 |
| Total All Fund Streams | 2552 | 7,267,410 | \$8,434.31 |

* Expenditures based on the ratio of older youth to the total of all youth.

| Cost Effectiveness Ratio - Entered Employment | | | |
|--|------------------------|--------------|------------------|
| | Participants ** | Costs | C-E Ratio |
| Adult Program | 273 | \$2,232,402 | \$8,177.30 |
| Dislocated Worker Program | 441 | \$4,570,464 | \$10,363.86 |
| Older Youth Program | 31 | \$464,544 | \$14,985.29 |
| Total All Fund Streams | 745 | \$7,267,410 | \$33,526.45 |

** Period of performance 10/01/2003 through 09/30/2004

The state will continue to integrate services with partner agencies, promote internships and business community involvement in preparing Alaskans for good paying jobs and sharing the costs of training to support industry growth. One of the major strategies needed is preparing youth for future employment in the emerging high growth industries in the state. The High Growth Job Training Initiative for Energy funds recently received will provide a sound foundation with which the state can leverage WIA funds to produce trained Alaskans to enter the occupations required to sustain the increased opportunities after the gas pipeline is completed. The long term jobs required to sustain and maintain operations is the primary focus for training of youth in the high growth industries.

The state continues to hover in the 80 percent expenditure rate in each of the funding streams with an overall expenditure rate of 82 percent. The state will continue its efforts to limit carry over funds at a reasonable rate. In PY 2005, Alaska will see even fewer funds carried forward, which will be granted out first to ensure the appropriate expenditure of oldest funds first. Service prioritization will be foremost in the appropriate expenditure funds in addition to leveraging available funds with other sources in order to serve the greatest population possible.

On a positive note, Alaska's dislocated worker expenditure rate is above 70 percent for the first time. Strategies implemented during the year were positive influences in achieving this standard. Management goals and job center plans

will continue to provide impetus to maintain and possibly increase this expenditure rate in the upcoming year.

Alaska continues to face challenges with customer satisfaction measures. Social and cultural variables influence the state's participant customer satisfaction rates and employers remain confused by the surveying methodology – they do not understand how or why they are perceived as having provided service. During this year, the state realized increases in both these measures and the response rate. Alaska continues to work with the survey contractor to settle on these challenges.

The National Emergency grant and High Growth Initiative funds will further assist in supporting the growing need for training well into the new year. The AWIB activities and coordination with businesses and industry will also foster more funding support and cooperation in meeting the demands of upcoming years.