

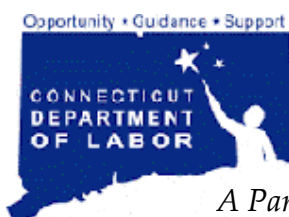
STATE OF CONNECTICUT



Workforce Investment Act

Annual Report

July 2002 - June 2003



A Partner in CTWorks



January 2004

TABLE OF CONTENTS

Governor's Initiatives	1
Discussion of the Cost of Workforce Investment Activities	2
Eligible Training Provider Overview	8
State Evaluations of Workforce Investment Activities	8
2002 – 2003 Compliance Monitoring	8
Performance Management System	9
WIA Youth Program Quality Appraisal	10
Innovative Practices and Accomplishments	12
Youth Programs	12
Integrated Case Management Services	14
Current and Future Projects	15
<i>CTWorks</i> Business System	15
Capacity Building	16
Faith-Based/Grassroots/Community-Based Initiative	16
Tabular Section	18
Performance Outcome Maps	30

Governor's Initiatives

During the past program year, more than ever, the value of service integration and partnership was demonstrated in Connecticut. Like many other states, Connecticut faced a budget shortfall. Despite fiscal challenges experienced by the state, Workforce Investment Boards and providers, we proceeded to build upon the targeted approach to fund investment employed in previous years and were able to support education and training programs that have furthered the capacity of our workforce. The results to date have been encouraging.

The Jobs Funnel

The Hartford Construction Jobs Initiative continues to build upon the early success of the program. The program has graduated more than 475 individuals into high paying construction and service industry jobs. Successful graduates include individuals who have been homeless or incarcerated. The Jobs Funnel model has been replicated in the New Haven area in partnership with employers, the workforce board, community agencies and unions. In New Haven, the city has strongly engaged in the Jobs Funnel model and incorporated the program as part of the EEO and Compliance Department in the city.

Connecticut Career Choices

Connecticut Career Choices (CCC) is the educational component of a statewide strategic plan to develop Connecticut's technology workforce and will enable the state to realize its potential as a leader in the knowledge economy. This initiative is continuing on an expanded basis, after being implemented last year by the Office for Workforce Competitiveness in response to anticipated future shortages of skilled IT workers. Building on an initial round of six pilot sites in school districts selected on a competitive basis, four additional sites were selected in 2003 for a total of ten pilot programs. CCC has two basic programmatic components. The first is curriculum development based on industry-accepted skill standards for IT developed by the National Workforce Center for Emerging Technologies (NWCET). The second component is experiential learning, which includes career mentoring, internships at both the high school and college levels, and after-school activities related to technology. Additional elements of CCC include program articulation to smooth transitions for students as they move from one educational institution or level to another; certification to enable assessment and provide industry-recognized credentials for students in specialized IT fields' use of intermediary agencies; and evaluation. A variety of statewide partner organizations are participating in CCC, facilitating and offering technical assistance for various program components.

Ad Hoc Task Force

The Connecticut Employment and Training Commission (CETC) established an Ad Hoc Task Force during the spring of 2002. The objective of the Task Force was to develop practical recommendations and implementation strategies to increase customer volume, upgrade customer service and satisfaction, and improve customer outcomes (jobs; wages; retention). The Task Force developed customer profiles for individuals using the services provided by *CTWorks*; reviewed the available literature concerning successful service strategies; and linked service strategies to customer profiles. Based upon the information developed, the Task Force incorporated a business plan model as part of the local area planning guidance. Each Board will include this as a key element of their strategic plan.

Vocational Technical Schools

In January 2002, Governor John Rowland issued Executive Order No. 24 creating the Governor's Task

Force on the Future of the Regional Vocational-Technical High School System. The task force included representatives from business, education and labor. The group identified six major items to be addressed in the final report:

- Mission of the Regional Vocational-Technical School System
- Authorization, Reauthorization and Deauthorization of Trade Programs
- Performance Measurement and Accountability
- Image and Marketing
- Industry Partnership with Education
- Managing for Change

The Task Force's final report was sent to the Governor and issued in the spring of 2003. Task force members are working with the State Board of Education and the vocational-technical school system to implement the recommendations.

Discussion of the Cost of Workforce Investment Activities

June 30, 2003 marked the completion of Connecticut's third full program year of the Workforce Investment Act (WIA). The presentation of program services, costs and comparisons over those three years begins with a look at information on the activities and results of the past year. We will then examine similarities, differences, and any trends that may have developed over the three-year period.

During the third year of WIA (PY 02), a total of 6,401 participants were provided with WIA services at a cost of \$23,476,377. The group of 6,401 is comprised of 6,290 participants served by local areas and an additional 111 participants served with a small amount of 15% governor's discretionary statewide funds.

Provided in the following pages is information on activities and expenditures over the past program year for each funding stream. Tables included in this section of the report contain information regarding "participants served" and "participants exited." "Participants served" refers to the number of WIA registrants who received a service during Program Year 02. "Participants exited" are the number of WIA registrants who received a service and exited from the WIA program at some point during PY02.

Information on Entered Employment and Wage at Placement reported in the following Adult, Dislocated Worker, and Youth sections is based upon participant data recorded into the statewide MIS system at date of exit.

Local Adults

The Adult population served during PY02 was primarily female (70.5%) between the ages of 22 – 44 (71.1%). Additionally, over 48% were identified as in minority groups. This group faced a multitude of barriers including over 26% who were single parents and almost 17% who were high school dropouts. Despite the difficulties facing them, almost 700 participants (or about 50%) had entered employment at the time of exit, earning an average wage of \$11.06 per hour. The types of services provided to those individuals included 3,630 core services, 3,479 intensive services, and 1,345 training services.

Local Adults Expenditures: \$6,031,127

Participants Served	2,382	Cost Per Participant	\$2,531
Participants Exited	1,401	Cost Per Exiter	\$4,305

Local Adult Three Year Comparison

Expenditures

	2000	2001	2002
Participants Served	1,806	2,628	2,382
Participants Exited	685	1,433	1,401
Cost Per Participant	\$2,120	\$2,536	\$2,531
Cost Per Exiter	\$5,776	\$4,651	\$4,305
Expenditures	\$3,956,460	\$6,665,289	\$6,031,127

Types of Activities

	2000	% of Total	2001	% of Total	2002	% of Total
Core*	1,527	40.4%	2,556	40%	3,630	42.9%
Intensive*	1,356	35.9%	2,293	35.9%	3,479	41.2%
Training	894	23.7%	1,542	24.1%	1,345	15.9%
Total	3,777		6,390		8,454	

Data available over the first three years of the local Adult program show that services levels and cost per data has been relatively consistent, especially over the previous two years.

The information also reveals that the cost per exiter for Adult programs has steadily declined over the past three years. While this trend is only over three years, it may be indicative of services being specifically directed to participant needs. This reduction in cost may also be attributable to the changing focus on more core (42.9%) and intensive (41.2%) services and less on training (15.9%) than in the previous two-year period. We believe the rapid growth in the reporting of all participant activities is our local areas' attempt to fully account for the vast array of services they are providing.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Dislocated Workers

The Dislocated Worker population served in PY02 was split fairly evenly between women (52.3%) and men (47.7%). The ages of those served was primarily between 30-54 (76.8%). The population consisted of over 28% who were minorities and those served had a number of barriers including 11% with a disability and 13% who were single parents.

While this group faced an assortment of obstacles, 642 of those 1,123 exited had employment at the time of exit, earning an average wage of \$13.89 per hour. The services provided Dislocated Workers included 3,160 core services, 3,390 intensive services, and 1,182 training services.

Local Dislocated Workers Expenditures: \$4,023,650

Participants Served	1,999	Cost Per Participant	\$2,013
Participants Exited	1,123	Cost Per Exiter	\$3,583

Local Dislocated Workers Three Year Comparison

Expenditures

	<u>2000</u>	<u>2001</u>	<u>2002</u>
Participants Served	1,737	2,383	1,999
Participants Exited	842	1,298	1,123
Cost Per Participant	\$1,898	\$2,363	\$2,013
Cost Per Exiter	\$3,916	\$4,339	\$3,583
Expenditures	\$3,297,438	\$5,631,807	\$4,023,650

Types of Activities

	<u>2000</u>	<u>% of Total</u>	<u>2001</u>	<u>% of Total</u>	<u>2002</u>	<u>% of Total</u>
Core*	1,672	38.9%	3,309	39.6%	3,160	40.9%
Intensive*	1,449	33.7%	3,527	42.2%	3,390	43.8%
Training	1,181	27.4%	1,521	18.2%	1,182	15.3%
Total	4,302		8,357		7,732	

A comparison of the first three years of Dislocated Worker data shows cost per data increasing during the second full year of WIA but decreasing back in PY02.

The types of services being provided has shifted over the three year period. Core and intensive services have gone from about 72% in PY00 to over 84% of services in PY02. Training services have decreased from almost 28% to slightly over 15% during the three year period.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Youth

During PY02, Connecticut served more youth than in any other year during the three year WIA period. Over 55% of those served were women and almost 65% were between 16 – 21 years of age. Youth programs continued to be directed at youth with a variety of barriers, the most evident being over 85% of those served were literacy skills deficient. Additionally, over 15% were offenders and 18% were single parents. More than 60% of those served were in minority groups and most were either lacking a high school diploma or in school.

Local Youth Expenditures: \$8,747,203

Participants Served	1,909	Cost Per Participant	\$4,582
Participants Exited	926	Cost Per Exiter	\$9,446

Local Youth Three Year Comparison

Expenditures

	2000	2001	2002
Participants Served	1,456	1,804	1,909
Participants Exited	761	942	926
Cost Per Participant	\$3,395	\$4,312	\$4,582
Cost Per Exiter	\$6,496	\$8,257	\$9,446
Expenditures	\$4,943,583	\$7,778,827	\$8,747,203
Out of School Youth Expenditure %	42%	39%	47%

Younger Youth Activities

	PY00 Services	% of Total	PY01 Services	% of Total	PY02 Services	% of Total
Work Related	945	34.7%	1,986	40.3%	2,622	44.4%
Academic	1,139	41.8%	2,313	46.9%	2533	42.9%
Summer Related	642	25.3%	631	12.8%	752	12.7%
Total	2,726		4,930		5,907	

Older Youth Activities

	PY00		PY01		PY02	
	Services	% of Total	Services	% of Total	Services	% of Total
Work Related	394	59.3%	949	66.7%	1,245	62.3%
Academic	256	38.5%	464	32.6%	734	36.8%
Summer Related	14	.2%	10	.7%	18	.9%
Total	664		1,423		1,997	

Over the past three year period of WIA, Connecticut has steadily moved toward making the youth programs more out-of-school-focused (PY02 Expenditure Rates at 47%) and providing longer term services for in-school youth. The provision of work-related activities now composes well over 40% of the services to younger youth and more than 62% of older youth activities. It is evident that local areas in Connecticut have been successful in making youth programs a year-round effort at addressing all the participants' needs rather than their immediate concerns.

Three Year Performance Comparison

		<u>PY00 Actual</u>	<u>PY01 Actual</u>	<u>PY02 Actual</u>	<u>Three Year Average Performance</u>
ADULTS	Entered Employment	69.8%	74.1%	72.9%	72.3%
	Employment Retention Rate	83.6%	84.3%	81.9%	83.3%
	Earnings Change	\$3,806	\$3,195	\$2,641	\$3,214
	Employment & Credential Rate	75.6%	51.5%	59.4%	62.2%
DISLOCATED WORKERS	Entered Employment	69.1%	78.2%	74.1%	73.8%
	Employment Retention Rate	90.0%	88.2%	87.5%	88.6%
	Earnings Replacement	.866	.84	.80	.835%
	Employment & Credential Rate	67.3%	61.0%	57.5%	61.9%
OLDER YOUTH	Entered Employment	69.6%	67.4%	63.5%	66.8%
	Employment Retention Rate	79.1%	75.7%	72.3%	75.7%
	Earnings Change	\$3,001	\$2,470	\$2,821	\$2,764
	Employment & Credential Rate	64.3%	41.7%	45.9%	50.6%
YY	Retention Rate	100%	63.3%	57.2%	73.5%
YOUNGER YOUTH	Skill Attainment Rate	87.4%	82.2%	80.3%	83.3%
	Diploma/ Equivalent Rate	49.5%	37.4%	63.8%	50.2%
SURVEY	Participant	69.9	70	69.4	69.8
	Employer	66.1	70.2	71.2	69.2

Performance Comparison

During PY02, the State of Connecticut met 13 of the 17 performance measures and exceeded the four other measures. Overall, we saw slight decreases in the actual entered employment and retention rates which was not unexpected given the increases in unemployment and other economic downturns during the past year. We did see slight increases in two of the employment and credential rates (Adult and Older Youth) indicating more emphasis on participants having this important piece in securing long lasting employment. Over the first three years of the Workforce Investment Act, Connecticut has remained remarkably consistent in its performance results. The variation in performance from year one to year three has been no greater than 10% in any measures except the three employment and credential rates, the Adults Earnings Change, Younger Youth Diploma Rate and the Younger Youth Retention Rate. Those larger differences may be a result of the definitions used during the first year of WIA performance when most exiters were from the JTPA program. Additionally, local areas have become more diligent in the correct recording of diploma attainment.

The State of Connecticut recognizes that performance has become increasingly difficult to achieve. The State will continue to work with local boards to identify technical assistance needs and develop strategies that will improve performance. As an example, a one and one half day event that occurred during the fall of 2003, sponsored by the Connecticut Employment and Training Commission Youth Committee, attended by local area practitioners, focused on contracting practices and working with vendors to improve performance.

Eligible Training Provider Overview

In May 2003, the Connecticut Department of Labor sought an extension to a waiver postponing the implementation of the subsequent eligibility process for WIA training providers. The U.S. Department of Labor granted the extension to the waiver, thereby extending the period of initial eligibility of training providers through June 30, 2004. While we were successful with this request, we continued to work with the Office of Workforce Competitiveness and local board staff to develop and implement a number of policies affecting the Eligible Training Provider List (ETPL).

The ETPL Technical Workgroup, consisting of representatives from local workforce investment boards and the Department of Labor, considered issues related to distance learning programs and a policy is in the process of being drafted. The workgroup also reviewed issues related to out-of-state training providers, providers without permanent training sites, and provider adherence to board guidelines. Necessary technical changes to the ETPL system were also identified by the workgroup and are being addressed to reflect the consolidation of the eight boards into five.

State Evaluations of Workforce Investment Activities

2002-2003 Compliance Monitoring

In accordance with WIA Regulations at Section 667.410(b)(1), compliance monitoring of the OMB Circular A-110, "Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations" was conducted at all eight Regional Boards.

In general, it appears all Boards are in overall compliance with federal administrative requirements. Monitoring of two of the eight Workforce Investment Boards resulted in no findings or recommendations. Six Boards had one or more findings/observations resulting in recommendations made by Connecticut Department of Labor monitoring staff.

Financial management, including allowable costs, cash management, property controls, and audit requirements, was adequate. Last year there was a problem with timely reporting of financial data to CTDOL in several of the Boards. Adherence to due dates was monitored in all of the areas to ensure corrective action had taken place. Those areas were found to be in compliance. However, two other areas were found to be non-compliant, but only in the first months of this program year. Timeliness of reporting will continue to be reviewed during monitoring.

In two areas, a monitoring instrument sufficient for monitoring One-Stop operators and/or subcontractors for compliance with the uniform administrative requirements per Sec. 667.400(c)(1) was still lacking. CTDOL recommended that those Boards revise the format of their monitoring tool to include a section for each of the eighteen administrative requirements to ensure all required areas are monitored. Both areas have made the necessary enhancements to the monitoring instrument.

A comprehensive review was conducted of the Boards' methods used for accruing WIA expenditures. In accordance with U.S. DOL TEGL No. 16-99 and current CTDOL reporting instructions, all costs should be accrued if there is reasonable expectation that the services were performed. In two Boards the accrual process did not comply with the above instructions. Technical assistance was given to those areas and proper procedures were implemented.

Observations were written for two Boards that have been using the same audit firm to conduct their annual audit over an extended period of time. Although there is no standard for the length of time an individual auditing firm may perform audits for a given entity, it was suggested that, in the next audit cycle, a different audit firm be selected in order to benefit from a fresh point of view.

Client files for WIA dislocated worker participants were lacking documentation to verify entitlement to Unemployment Compensation in five of the service delivery areas. Full documentation of verification of entitlement to Unemployment Compensation is necessary in determining eligibility to receive WIA services. In accordance with WIA Regulations and Connecticut Department of Labor Policy #AP 00-21, eligibility must be fully documented and copies of documented proof kept in file.

Client files of JFES participants, which were reviewed for completeness of information and conformance with JFES policy and procedures, had necessary information omitted or were incomplete or inaccurate, as in previous years. Reports on performance of the program are adversely affected by this inaccurate information.

In comparing the 2001-2002 and 2002-2003 reviews for compliance with the USDOL Uniform Administrative Requirements, this year has continued to show improvement in adopting and following WIA policies and procedures, determining and documenting participant eligibility, and assessing and documenting the need for training services.

Performance Management System

On July 1, 2003, Connecticut launched a new computer system, the CTWorks Business System (CTWBS) which marks our transition from a mainframe platform to a web-based client-server system.

It is expected that this system, which is designed to facilitate reporting, will assist in maintaining oversight of the employment and training programs and will prove to be beneficial in the development of a variety of reports during the new program year.

Our new business system will feature ad hoc reporting capabilities which can be utilized by employees in the field for instant, real-time reporting. In addition, our Performance Measurement Unit continues to develop and publish management reports for WIA including: the *WIA Quarterly Overview of 17 Core Performance Measures* which tracks state and regional progress toward achieving the performance targets, the monthly *At-A-Glimpse* which tracks WIA demographics and activities statewide and regionally and includes counts of customer levels for the programs in the One-Stop Centers, and the *Key Managerial Report* which supplies information about the interaction of partner programs in the state's One-Stop system and program activities that are not typically discerned through general output reports. These reports provide workforce investment partners with regional, standardized information that can be used to analyze local performance and monitor areas of activity that may require additional efforts to ensure effective service delivery.

For our most recent WIA reporting, Connecticut incorporated the latest Validation Tools provided through USDOL to produce the 17 Core Performance Measures and prepare for the introduction of Data Element Validation. Connecticut combined the Mathematica designed Validation Tool with the "edit-check" functions of the SPRA Validation Tool to ensure the integrity and accuracy of our WIASRD file. Also, for the first time, Connecticut was able to incorporate WRIS records into our annual performance calculations.

Connecticut continues to maintain a formal process for periodically reporting data required by USDOL and also provides data requested and required by employment and training program managers statewide. Whether we are addressing innovation or maintaining existing reports, our practice has been to serve the needs of various programs. We welcome and consider the input of workforce investment partners and will continue this practice as we prepare to fully utilize the state's new business system and report on the common measures currently under development at the national level.

WIA Youth Program Quality Appraisal

Two factors significantly altered the landscape in Connecticut's youth development system during PY 2003:

- Proposed changes under the WIA reauthorization, which will place a much greater focus on the out-of-school youth programs, and
- Consolidation of our state's eight workforce investment boards into five.

As a result of these major changes, we altered the format of the WIA PY 2003 Youth Program Quality Review.

The first stage of the review consisted of a one-day visit to each of the five areas to observe and interview teachers and students at exemplary summer component sites (conducted during July and early August). At the last youth committee meeting we presented an overview of the projects we visited during the summer of PY 2003.

Stage two entails an on-site interview with WIB program staff that focuses on the establishment of new youth councils and their plans for mapping, coordination and oversight of the new areas. The interview also includes a discussion on how the board plans to position itself to address the proposed changes in the WIA legislation. In addition, the tool was designed to emphasize identification of promising practices as opposed to ensuring that just minimum standards are met. The following areas are covered in-depth during interviews:

- *Youth council status*: Its composition and organization; strategic planning process; PY 2003 focus; identification of key customers, goals and target groups.
- *Program design*: Percentage of funds earmarked for out of school youth, how progress is monitored; how ten program elements are incorporated into youth programming; are all services recorded in CTWBS.
- *Five-percent window*: How is it used and monitored; has a local barrier to employment been identified.
- *Performance management*: Identification of those individuals or committees responsible for monitoring performance; identification of tools used for this process; provision of technical assistance and dissemination of best practices; identification of the role that the youth council plays both in negotiating local youth performance measures, as well as oversight of local performance; ensuring that vendors have a clear understanding of program design and its impact on performance by identifying performance measures, definitions, mission, goals and objectives in all request for proposals, contracts and monitoring tools; and upcoming data validation requirements.
- *Case management*: Understanding the local program design; delineating connections with youth with disabilities, juvenile justice and higher education; establishment of goals and achievement and recording of goals; coordination of case managers within the local partners' system; policies governing client contact; and case managing for WIA performance.
- *Out of school youth services*: Understanding program design; emphasizing the tie between credential attainment and occupational skill attainment; job development efforts.
- *Follow up*: Discussion of the process, responsibilities, documentation, record-keeping and funding.
- *Leveraging other funding*
- *Summer component*: Worksite development, supervision and orientation; timekeeping and payroll; and monitoring.
- *Customer and employer feedback*
- *Identification of exemplary programs*
- *Challenges and best practices*

Stage three consists of on-site visits to out-of-school youth programs with one day spent in each of the five areas. Again, the visits include observation and interviewing of staff and students at the sites. Interviews cover program design, performance and provision of technical assistance, dissemination of best practices, case management, provision of WIA services, record keeping, file review, and follow up. Stages two and three are still in process now, and are expected to be completed in February 2004.

Innovative Practices and Accomplishments

Youth Programs

During this past summer, staff from the Quality Program Review Unit visited In-School Youth programs in each of the five new WIA areas. Those programs, cited below, were examples of some of the noteworthy programs and innovative practices taking place under WIA.

North Central Region (old Hartford area and New Britain/Bristol portion of old Mid-Connecticut area):

Suburban Year-Round Program: The program operates in a number of suburban towns surrounding Hartford; the program we visited was located in Newington High School. Students participated four days a week for six weeks. Fifteen youth participated in the “Tier 1 Project Based Learning,” and eight were in the “Tier 3 Work Experience.” The students in the project-based program concentrated on the culinary industry and the ancillary services associated with the industry. Students planned and implemented a mini-restaurant by preparing and serving food to the summer staff. Students had the opportunity to practice how to start and run a food service program, and learned about the skills and level of achievement that are required to be successful in the business world.

Students in the supported work-site program explored career options through meaningful employment opportunities. Students gained work readiness and academic reinforcement at locations such as: Newington municipal offices, the public library, the historical society, the senior center and the Veteran’s Hospital. Students were exposed to workplace norms and values, given an introduction to career aptitude testing and interest inventories, had a connection to a positive adult role model, and learned resume writing, human relations, interviewing skills and teamwork.

The Career Counseling Center at the Hartford College for Women (University of Hartford): Project CRECER provides thirty low-income young women from Hartford with worksite experience in conjunction with educational remediation and enhancement on the campus of Hartford College for Women. The program assists young women in developing employment readiness and occupational skills. Students attend for six weeks, five days a week. The mornings are spent in three academic classes: Math/Life Skills, Language Arts, and Computers/Careers. The academic format encourages multidisciplinary, project-based learning. The afternoon activities take place at the following worksites: The Hartford Seminary, Administration Offices of the Career Counseling Center and the Entrepreneurial Center at Hartford College for Women, CPTV, Hartford Neighborhood Center, Bloomfield Health Care, VNA, Lorjeri Productions, Inc., and the Registrar’s Office and Mail Room at the University of Hartford.

Eastern Region (old New London/Norwich and Danielson/Windham areas):

On the High Road: This is the second year that the On the High Road program has been run by Creative

Connections for the New London area and TVCCA for the Norwich area. Last year there were approximately ten worksites at Electric Boat. This year the program has expanded, both at Electric Boat and with new worksites at other local businesses. Electric Boat was so pleased with last year's experience that they opened the program to both WIA and non-WIA students (20 participants in total). Students were assigned either to shipyard trades or to the design floor, exposed to union jobs with good pay and benefits, and made aware of skilled positions in the local job market. Over the course of the summer, they received union wages and benefits and paid union dues.

Union workers are trained to act as mentors while students are on the job. It was clear from our interview with three mentors at EB (two of whom were participating for the second year) that this was a very worthwhile experience for them. The mentors had developed a good relationship with their students, felt that the students took the jobs seriously, and that the students had learned a lot, very quickly. The mentors indicated that they would all participate again if the opportunity arose. Two students interviewed felt they learned a lot about the submarine industry, and in one case, the experience reinforced his career choice. Students felt their co-workers treated them very well.

Southwest Region (basically same Bridgeport area with minor changes):

Henkels & McCoy – Tech Bridge Program: This model has two specific goals for the eight students enrolled in the program: improved academic performance and mastery of demonstrated occupational skills. The academic support, tutoring and interactive software will improve classroom skills and performance. The occupational skills will encompass becoming job ready with the skills needed in the personal computer hardware maintenance and repair area. An essential component is that the youth assemble a functional desktop computer, which is a very powerful self-image builder.

During the summer component, collaborating with ASPIRA, six of the eight students worked at three different elementary schools in the city of Bridgeport. All of the students worked with younger children involved in the Cyber portion of the LightHouse program. They had a wonderful time teaching very young youth how to fix computers and how to navigate around a computer. At the same time, the WIA youth acted as mentors to these children. WIA youth who continue in the program during the school year will work with an advanced CLW program (“Computer Learning Works”) to address academic needs and will be placed in internships with employers to further advance their work-readiness and occupational skills.

Northwestern Region (old Waterbury and Danbury/Torrington areas):

Litchfield Performing Arts, Inc.: This is the second year of operation for this ten-slot program. The summer component was housed for five weeks at the Forman School in Litchfield. Building on the success of last year's WIA program, LPA obtained additional funding from the State Department of Education and the Connecticut Commission on the Arts. This allowed the expansion of the Dance Institute to 60 students (10 WIA funded, the balance funded by other sources.) The dancers stayed in a residential setting for the five-week period, working with their peers from across Connecticut and the nation as part of the dance institute. Participants primarily focus on dance techniques in modern, ballet, hip-hop, tap and African genres. At the end of the summer component, the students performed on two occasions for parents, as well as at the Litchfield Jazz Festival.

During the school year, students continue with their dance company (“Unique Vibe: A Step in the Right Direction”) in an after school setting, meeting two days a week. Again the focus is on dance, but there

are also study skills and basic skills provided, along with work readiness skills coordinated with the One Stop.

Waterbury Adult Education: This twelve-slot program focused on computer technology and teacher training. During the morning portion of the summer component, the students assisted at the Bucks Hill Elementary School's summer school as assistants to faculty who provide academic classes for students from kindergarten to third grade. In the afternoon the youth worked in small groups developing a curriculum guide geared to the math area for elementary-age children. When the guides were completed, copies were printed and distributed to elementary schools in Waterbury. During the school year portion of the program participants will meet one day per week in an after school setting in which basic skill, study skills and work readiness skills training will be provided.

South Central Region (old New Haven and Meriden/Middletown portion of old Mid-Connecticut area):

National Youth Sports Program (NYSP) at Yale University: Each of the fifteen participants received five weeks of training as camp counselors and mentors in the summer component. Students use that training during the summer as well as the school year when they assist in a five week girls basketball recreation program in the summer, a ten week girls basketball recreation program (NYPP) in the winter, and a seven week NYSP Girl's sports Clinics and Youth Days at Yale University during the fall and spring. The goal is to provide not only job skills, but to help build positive mentor relationships between supervisors, college students and participants on a year round basis.

During the school year, each participant will accomplish the following: improve academic performance, create a portfolio (functional resume, cover letter, interviewing skill analysis, and a CHOICES assessment), learn the "Seven Work-Readiness Skills," and attend at least five hours of life skills workshops.

New Haven Public Schools "Graphic Futures": The New Haven Board of Education developed facilities and programs that offer training in the technology fields designed to help non-college bound students select a career and acquire skill and work competencies that will lead to gainful employment in the technological graphic communications industry. The program goals are to provide: individual, customized training to students, an effective transition from school to career through an internship, pre- and post-employment skill training for students entering private sector employment, career assessment and pre-employment testing, ensure sex equity and non-traditional employment, and to provide students with information concerning all eight Connecticut career clusters.

Integrated Case Management Services

Under contract with the Department of Labor, each workforce investment board (WIB) is responsible for providing case management services to participants of the Jobs First Employment Services (JFES) program. Three local workforce investment areas, Northeast, MidConn, and New Haven, have integrated the One-Stop case management services with that of the JFES program.

All One-Stop case managers in the Northeast and MidConn WIBs also case manage JFES participants whenever necessary. This integrated approach helps to streamline services by providing the participant with one point of contact for both programs and helps to minimize overhead costs by providing all program services through one provider.

The New Haven WIB has developed a special unit of One-Stop case managers who also provide JFES case management services. Whenever JFES participants need intensive One-Stop services, they are transferred to one of these One-Stop case managers who provide integrated JFES and One-Stop services.

The integrated case management approach provides JFES participants with one point of contact for both programs and assures participants easier access to the variety of services at the One Stop.

Current and Future Projects

CTWorks Business System

On July 1, 2003, the state implemented a new computer system that supports the operational and management needs of the State of Connecticut in its administration of employment services under the Workforce Investment Act (WIA). The *CTWorks Business System* (CTWBS) was developed by the Department of Labor in conjunction with the Office for Workforce Competitiveness and the Regional Workforce Investment Boards.

There are numerous benefits to the *CTWorks Business System* and chief among them is the capability to make available more comprehensive data on all aspects of operation to the One-Stop operator, thereby providing tools to support the operation and enabling a more efficient delivery of services. The system offers many key elements that allow for improved efficiency and operations. For example, the system supports integrated case management for participants in a number of programs, including WIA Adults, Dislocated Workers and Youth, Wagner-Peyser Veterans, and Job First Employment Services (JFES). The CTWBS will eventually include an Internet-based state on-line job bank that will be available to the entire workforce investment community as well as to employers and the public. This component of the labor exchange system will focus on the needs of employers and enable employers and job seekers to find each other more effectively. This will enhance and expand DOL's current labor exchange system. It is anticipated that the on-line portion of the CTWBS Job Bank will be released in the spring of 2004.

Another key element of the CTWBS is the Employer Contact Management function which will allow for better service to employers by enabling the workforce investment community to coordinate contacts, track employer needs, annotate services provided to the employer, and provide better information about employers (contracts awarded, etc.)

The system is designed to improve and enhance data collection for planning, management and reporting purposes. Partners have direct access to data, data is more complete and is available on a timelier basis. The system generates the mandated federal reports for the WIA Title I-B programs and Wagner-Peyser.

A Project Manager heads the project and representatives from each Workforce Investment Board, the Department of Labor, and the Office for Workforce Competitiveness participate in all aspects of the system development and design. The continuous improvement of the CTWBS involves over 100 individuals from these and other organizations. Softscape, Inc. of Wayland, Massachusetts, under contract with the Department of Labor, continues to maintain and enhance the software for the system.

For further information concerning the *CTWorks Business System*, contact John Matteis, CTWBS Operational Support Manager at john.matteis@po.state.ct.us.

Capacity Building

Connecticut continues its Capacity Building Initiative for workforce development professionals. This initiative is sponsored and funded by the Governor's Office for Workforce Competitiveness (OWC), the state workforce investment board system, and the Connecticut Employment and Training Commission (CETC). The Connecticut Department of Labor's Staff Development Unit manages the project. Commitment to the guiding principles of collaboration, customer focus, customer choice, and accountability remains firm. Collaboration and cooperation among the local WIB's, CETC, OWC, CTDOL, and partners increases the effectiveness of the training which provides staff with skills to better serve their external customers.

The training focus has been on the nationally recognized Global Career Development Facilitation (GCDF) certification program. The first class accepted into the GCDF program completed their first year of coursework and study. In addition to the GCDF program training, Connecticut trained all workforce development professionals in phase one of Connecticut's integrated one-stop business system, the *CTWorks* Business System (CTWBS). This effort would not have been possible without the assistance and collaboration of all local WIBs.

During the upcoming program year, training will include continuation of the GCDF program as well as continuation of CTWBS training in additional components of the product. The first class of GCDF participants will complete their second year of training and will receive certification in June of 2004. A second class will be added this program year. Connecticut's goal is to ensure that all workforce development professionals have the opportunity to receive GCDF certification.

In addition, CTDOL, in collaboration with local WIB representatives, will provide training which will standardize the greater process and focus on improving the customer's first point of contact with the *CTWorks* system.

Faith-Based/Grassroots/Community-Based Initiative

In June of 2001, the Connecticut Department of Labor applied for and received federal funding to create and pilot a one-year Faith-Based/Grassroots Community Based Outreach Initiative. The Department of Labor initiative is primarily an outreach and marketing effort, intended to promote Connecticut's One-Stop/Career Center services to Faith-Based/Grassroots/Community-Based Organizations.

The goal is to encourage Faith-Based/Grassroots/Community-Based Organizations which operate such programs to avail themselves of our One-Stop services, to provide these organizations with an understanding of and access to the no-cost employment and training services available to all and offered through the One-Stop/Career Centers, and to become part of the Workforce Development system.

Faith-Based/Grassroots/and Community-Based Organizations have been invited to take a seat at the tables where workforce-related decisions are discussed and formulated, on the Workforce Investment Boards, if possible, and on the committees and subcommittees of those Boards.

As partners in this effort, each Workforce Investment Board has identified a designated Board staff

person as a Faith-Based/Grassroots/Community-Based Organization contact at the Board. These liaisons coordinate their Faith-Based, Grassroots, and Community-Based activities with their designated Department of Labor counterparts in our One-Stop/Career Centers. Along with coordinating One-Stop activities with their Board counterpart, Department of Labor designated staff duties include conducting workshops, leading tours of the One-Stop office, or presenting orientation sessions for the administrators or customers of Faith-Based/Grassroots/Community-Based Organizations.

Since the inception of the pilot, the Department of Labor and the Workforce Boards have hosted informational workshops for Faith-Based and Community-Based Organizations in our One-Stop offices or other venues within our service delivery areas. A statewide educational conference for Faith-Based, Grassroots, and Community-Based Organizations was held in May 2002.

A web page (www.ctdol.state.ct.us/fbo/default.htm) was created to showcase success stories of Faith-Based/Grassroots/Community-Based Organizations, illustrate their best practices, provide information kits and outreach materials, publicize funding opportunities, publish a calendar of statewide and local events, and list local contacts and other resources.

As a result of conducting a comprehensive, statewide marketing campaign and survey of Faith-Based/Grassroots/Community-Based Organizations, 2,387 individuals/organizations have been contacted. Formal partnerships have been established and the importance of Faith-Based/Grassroots/Community-Based Organizations and the role they play in addressing workforce development needs has been significantly elevated in the state.

TABULAR SECTION

Table A - Workforce Investment Act Customer Satisfaction Results

	Negotiated Performance Level	Actual Performance — American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	72.0	69.4	1,334	3,524	2,267	58.8%
Employers	68.0	71.2	516	746	746	69.2%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	76.0%	72.9%	914	Numerator
			1,254	Denominator
Employment Retention Rate	82.0%	81.9%	1,006	Numerator
			1,229	Denominator
Earnings Change in Six Months	\$3,300	\$2,641	\$3,246,332	Numerator
			1,229	Denominator
Employment and Credential Rate	60.0%	59.4%	525	Numerator
			884	Denominator

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving		Veterans		Individuals With Disabilities		Older Individuals		
Entered Employment	71.9%	281	73.2%	60	59.3%	54	64.2%	43	Num
		391		82		91		67	Den
Employment Retention Rate	82.9%	296	78.6%	55	76.2%	48	81.1%	43	Num
		357		70		63		53	Den
Earnings Change in Six Months	\$3,927	\$1,401,887	\$2,347	\$164,302	\$1,122	\$70,684	\$1,248	\$66,142	Num
		357		70		63		53	Den
Employment and Credential Rate	63.4%	213	48.9%	22	42.6%	20	43.3%	13	Num
		336		45		47		30	Den

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
Entered Employment	75.2%	497	70.3%	417	Numerator
		661		593	Denominator
Employment Retention Rate	82.4%	575	81.2%	431	Numerator
		698		531	Denominator
Earnings Change in Six Months	\$3,479	\$2,428,282	\$1,541	\$818,050	Numerator
		698		531	Denominator
Employment and Credential Rate	59.4%	525			Numerator
		884			Denominator

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

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	80%	74.1%	1,193	Numerator
			1,611	Denominator
Employment Retention Rate	88%	87.5%	1,044	Numerator
			1,193	Denominator
Earnings Replacement Rate	85%	80.0%	\$14,526,201	Numerator
			\$18,159,369	Denominator
Employment and Credential Rate	60%	57.5%	536	Numerator
			932	Denominator

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers		
Entered Employment	65.1%	114	59.8%	49	54.8%	148	90.0%	9	Num
		175		82		270		10	Den
Employment Retention Rate	80.7%	92	85.7%	42	88.5%	131	88.9%	8	Num
		114		49		148		9	Den
Earnings Replacement Rate	73.8%	\$1,427,789	81.7%	\$607,848	65.5%	\$1,821,236	54679.0%	\$54,679	Num
		\$1,934,606		\$743,730		\$2,779,762		\$1	Den
Employment and Credential Rate	46.3%	37	52.1%	25	50.4%	69	75.0%	6	Num
		80		48		137		8	Den

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services		
Entered Employment	78.5%	732	67.9%	461	Numerator
		932		679	Denominator
Employment Retention Rate	88.3%	646	86.3%	398	Numerator
		732		461	Denominator
Earnings Replacement Rate	80.2%	\$8,526,741	79.7%	\$5,999,460	Numerator
		\$10,631,707		\$7,527,662	Denominator
Employment and Credential Rate	57.5%	536			Numerator
		932			Denominator

Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment	70.0%	63.5%	122	Numerator
			192	Denominator
Employment Retention Rate	80.0%	72.3%	120	Numerator
			166	Denominator
Earnings Change in Six Months	\$3,300	\$2,821	\$468,230	Numerator
			166	Denominator
Employment and Credential Rate	50.0%	45.9%	118	Numerator
			257	Denominator

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth		
Entered Employment	65.9%	58	100.0%	2	46.2%	6	64.5%	111	Num
		88		2		13		172	Den
Employment Retention Rate	75.4%	52	50.0%	1	62.5%	5	72.7%	112	Num
		69		2		8		154	Den
Earnings Change in Six Months	\$2,358	\$162,723	\$4,487	\$8,973	\$2,649	\$21,193	\$2,897	\$446,122	Num
		69		2		8		154	Den
Employment and Credential Rate	53.3%	56	0.0%	0	31.3%	5	48.1%	113	Num
		105		2		16		235	Den

Table J - Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Skill Attainment	67%	80.3%	1,500	Numerator
			1,867	Denominator
Diploma or Equivalent Rate	52%	63.8%	146	Numerator
			229	Denominator
Retention Rate	55%	57.2%	119	Numerator
			208	Denominator

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth		
Skill Attainment	66.5%	256	60.4%	174	70.4%	342	Numerator
		385		288		486	Denominator
Diploma or Equivalent Rate	64.0%	32	81.3%	52	42.9%	39	Numerator
		50		64		91	Denominator
Retention Rate	51.0%	26	51.4%	18	54.0%	61	Numerator
		51		35		113	Denominator

Table L - Other Reported Information

	Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
Adults	8.0%	73	\$4,095	\$3,742,730	72.4%	270	Numerator
		914		914		373	Denominator
Dislocated Workers	6.7%	80	\$6,434	\$7,675,500	68.8%	436	Numerator
		1,193		1,193		634	Denominator
Older Youth	3.3%	4	\$2,722	\$332,112			Numerator
		122		122			Denominator

	12 Month Employment Retention		12 Month Earnings Change/Replacement		
Adults	75.2%	544	\$2,768	\$2,001,218	Numerator
		723		723	Denominator
Dislocated Workers	85.6%	683	83.2%	\$10,007,871	Numerator
		798		12,034,192	Denominator
Older Youth	71.7%	81	\$2,483	\$280,608	Numerator
		113		113	Denominator

Table M - Participation Levels

	Total Participants Served	Total Exits
Adults	2382	1401
Dislocated Workers	2110	1197
Older Youth	537	333
Younger Youth	1372	593

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$6,031,127
Local Dislocated Workers		\$4,023,650
Local Youth		\$8,747,203
Rapid Response (up to 25%)		\$1,344,260
Statewide Required Activities (up to 15%)		\$3,330,137
Statewide Allowable Activities	Program Activity Description	
Total of All Federal Spending Listed Above		\$23,476,377

Table O - Local Performance

Local Area Name Bridgeport Region	Total Participants Served	Adults	999
		Dislocated Workers	680
		Older Youth	134
		Younger Youth	158
ETA Assigned # 09005	Total Exiters	Adults	522
		Dislocated Workers	354
		Older Youth	79
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	70.3	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	75.6%	65.4%	Met
	Dislocated Workers	81.2%	74.5%	Met
	Older Youth	70.0%	58.5%	Met
Retention Rate	Adults	78.0%	78.5%	<i>Exceeded</i>
	Dislocated Workers	89.7%	89.7%	Met
	Older Youth	77.8%	75.4%	Met
	Younger Youth	55.0%	48.6%	Met
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$2,425	Not Met
	Dislocated Workers	0.664	0.85	<i>Exceeded</i>
	Older Youth	\$3,314	\$2,806	Met
Credential/Diploma Rate	Adults	62.1%	54.5%	Met
	Dislocated Workers	60.5%	49.8%	Met
	Older Youth	49.3%	54.3%	<i>Exceeded</i>
	Younger Youth	39.0%	50.0%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	62.0%	60.1%	Met

Overall Status of Local Performance	Not Met (Below 80% of Target) 1	Met (80% to 100% of Target) 11	Exceeded (Above 100% of Target) 4
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Table O - Local Performance

Local Area Name Danbury- Torrington Region	Total Participants Served	Adults	161
		Dislocated Workers	192
		Older Youth	13
		Younger Youth	72
ETA Assigned # 09015	Total Exiters	Adults	120
		Dislocated Workers	90
		Older Youth	13
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	73.1	Exceeded
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	77.7%	76.1%	Met
	Dislocated Workers	81.2%	74.2%	Met
	Older Youth	74.2%	55.6%	Not Met
Retention Rate	Adults	83.1%	79.6%	Met
	Dislocated Workers	89.7%	89.4%	Met
	Older Youth	78.4%	66.7%	Met
	Younger Youth	56.0%	90.0%	Exceeded
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$3,101	Met
	Dislocated Workers	0.951	0.850	Met
	Older Youth	\$3,824	\$3,382	Met
Credential/Diploma Rate	Adults	62.1%	37.0%	Not Met
	Dislocated Workers	60.5%	30.0%	Not Met
	Older Youth	54.2%	20.0%	Not Met
	Younger Youth	58.0%	52.0%	Met
Skill Attainment Rate	Younger Youth	72.0%	53.7%	Not Met

Overall Status of Local Performance	Not Met (Below 80% of Target) 5	Met (80% to 100% of Target) 9	Exceeded (Above 100% of Target) 2
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Table O - Local Performance

Local Area Name Hartford Region	Total Participants Served	Adults	449
		Dislocated Workers	402
		Older Youth	143
		Younger Youth	485
ETA Assigned # 09025	Total Exiters	Adults	281
		Dislocated Workers	196
		Older Youth	79
		Younger Youth	168

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	61.4	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	78.7%	75.7%	Met
	Dislocated Workers	81.2%	79.4%	Met
	Older Youth	68.9%	50.0%	Not Met
Retention Rate	Adults	84.2%	81.9%	Met
	Dislocated Workers	89.7%	80.5%	Met
	Older Youth	78.8%	83.3%	Exceeded
	Younger Youth	56.0%	31.6%	Not Met
Earnings Change/ Replacement in Six Months	Adults	\$3,208	\$961	Not Met
	Dislocated Workers	0.962	0.806	Met
	Older Youth	\$3,059	\$3,260	Exceeded
Credential/Diploma Rate	Adults	56.9%	42.2%	Not Met
	Dislocated Workers	55.5%	41.0%	Not Met
	Older Youth	51.3%	16.0%	Not Met
	Younger Youth	58.0%	43.7%	Not Met
Skill Attainment Rate	Younger Youth	64.0%	85.0%	Exceeded

Overall Status of Local Performance	Not Met (Below 80% of Target) 7	Met (80% to 100% of Target) 6	Exceeded (Above 100% of Target) 3
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Table O - Local Performance

Local Area Name Mid-Connecticut Region	Total Participants Served	Adults	190
		Dislocated Workers	244
		Older Youth	64
		Younger Youth	156
ETA Assigned # 09010	Total Exiters	Adults	105
		Dislocated Workers	155
		Older Youth	38
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	73.6	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	78.7%	84.8%	<i>Exceeded</i>
	Dislocated Workers	79.2%	83.3%	<i>Exceeded</i>
	Older Youth	70.0%	78.3%	<i>Exceeded</i>
Retention Rate	Adults	82.1%	83.9%	<i>Exceeded</i>
	Dislocated Workers	87.6%	88.1%	<i>Exceeded</i>
	Older Youth	79.9%	81.0%	<i>Exceeded</i>
	Younger Youth	54.0%	88.5%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$3,565	<i>Exceeded</i>
	Dislocated Workers	0.859	0.746	Met
	Older Youth	\$3,314	\$1,586	Not Met
Credential/Diploma Rate	Adults	62.1%	77.8%	<i>Exceeded</i>
	Dislocated Workers	60.5%	83.3%	<i>Exceeded</i>
	Older Youth	49.3%	69.0%	<i>Exceeded</i>
	Younger Youth	50.0%	76.5%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	72.0%	78.0%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 1	Met (80% to 100% of Target) 1	Exceeded (Above 100% of Target) 14
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Table O - Local Performance

Local Area Name New Haven Region	Total Participants Served	Adults	148
		Dislocated Workers	105
		Older Youth	71
		Younger Youth	182
ETA Assigned # 09035	Total Exiters	Adults	109
		Dislocated Workers	71
		Older Youth	45
		Younger Youth	99

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	74.0	68.6	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	75.6%	71.7%	Met
	Dislocated Workers	80.2%	75.5%	Met
	Older Youth	70.0%	60.7%	Met
Retention Rate	Adults	82.1%	86.4%	<i>Exceeded</i>
	Dislocated Workers	85.5%	88.9%	<i>Exceeded</i>
	Older Youth	80.9%	50.0%	<i>Not Met</i>
	Younger Youth	57.0%	43.9%	<i>Not Met</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$4,758	<i>Exceeded</i>
	Dislocated Workers	0.962	0.716	<i>Not Met</i>
	Older Youth	\$3,314	\$1,360	<i>Not Met</i>
Credential/Diploma Rate	Adults	62.1%	60.9%	Met
	Dislocated Workers	60.5%	70.5%	<i>Exceeded</i>
	Older Youth	49.3%	30.6%	<i>Not Met</i>
	Younger Youth	56.0%	77.1%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	62.0%	95.5%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 5	Met (80% to 100% of Target) 5	Exceeded (Above 100% of Target) 6
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Table O - Local Performance

Local Area Name Northeast Region	Total Participants Served	Adults	104
		Dislocated Workers	122
		Older Youth	24
		Younger Youth	87
ETA Assigned # 09020	Total Exiters	Adults	64
		Dislocated Workers	76
		Older Youth	16
		Younger Youth	41

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	75.0	77.0	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	75.6%	86.1%	<i>Exceeded</i>
	Dislocated Workers	81.2%	85.5%	<i>Exceeded</i>
	Older Youth	70.0%	78.3%	<i>Exceeded</i>
Retention Rate	Adults	84.2%	85.0%	<i>Exceeded</i>
	Dislocated Workers	89.7%	87.2%	Met
	Older Youth	80.9%	72.7%	Met
	Younger Youth	56.0%	69.0%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$3,434	<i>Exceeded</i>
	Dislocated Workers	0.962	1.080	<i>Exceeded</i>
	Older Youth	\$3,314	\$4,597	<i>Exceeded</i>
Credential/Diploma Rate	Adults	51.7%	73.3%	<i>Exceeded</i>
	Dislocated Workers	80.9%	69.6%	Met
	Older Youth	47.3%	34.5%	Not Met
	Younger Youth	41.0%	84.0%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	60.0%	84.4%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 1	Met (80% to 100% of Target) 3	Exceeded (Above 100% of Target) 12
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Table O - Local Performance

Local Area Name Southeast (New London) Region	Total Participants Served	Adults	105
		Dislocated Workers	78
		Older Youth	50
		Younger Youth	83
ETA Assigned # 09040	Total Exiters	Adults	60
		Dislocated Workers	47
		Older Youth	31
		Younger Youth	45

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	72.0	79.6	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	63.0%	82.5%	<i>Exceeded</i>
	Dislocated Workers	77.2%	88.9%	<i>Exceeded</i>
	Older Youth	68.9%	100.0%	<i>Exceeded</i>
Retention Rate	Adults	75.9%	81.7%	<i>Exceeded</i>
	Dislocated Workers	83.4%	91.7%	<i>Exceeded</i>
	Older Youth	80.9%	71.4%	Met
	Younger Youth	37.0%	50.0%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$4,133	<i>Exceeded</i>
	Dislocated Workers	0.882	0.886	<i>Exceeded</i>
	Older Youth	\$3,314	\$5,542	<i>Exceeded</i>
Credential/Diploma Rate	Adults	66.2%	77.8%	<i>Exceeded</i>
	Dislocated Workers	64.5%	73.1%	<i>Exceeded</i>
	Older Youth	48.3%	71.4%	<i>Exceeded</i>
	Younger Youth	39.0%	50.0%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	57.0%	75.5%	<i>Exceeded</i>

Overall Status of Local Performance	Not Met (Below 80% of Target) 0	Met (80% to 100% of Target) 1	Exceeded (Above 100% of Target) 15
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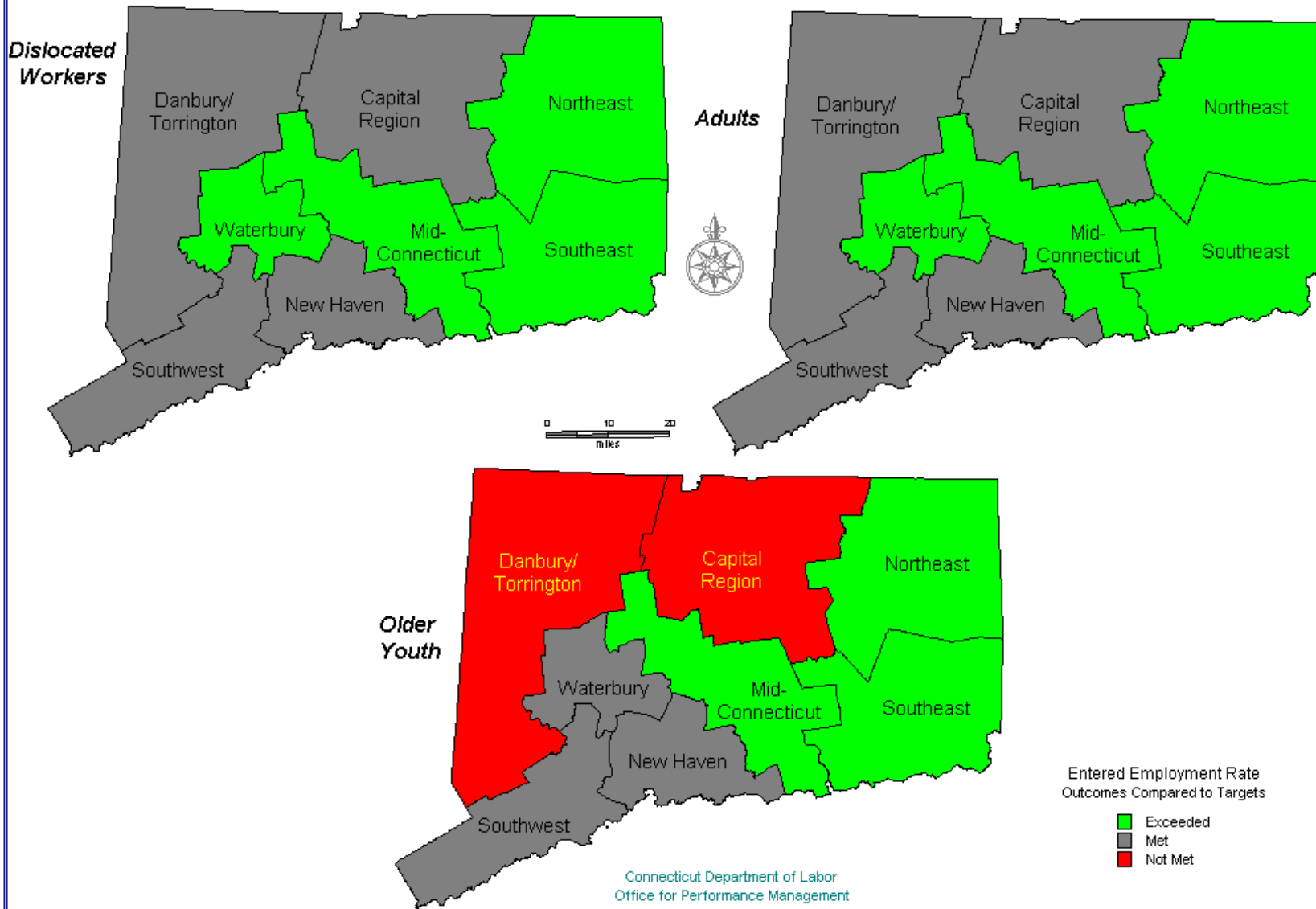
Table O - Local Performance

Local Area Name Waterbury Region	Total Participants Served	Adults	226
		Dislocated Workers	177
		Older Youth	39
		Younger Youth	149
ETA Assigned # 09045	Total Exiters	Adults	140
		Dislocated Workers	134
		Older Youth	32
		Younger Youth	68

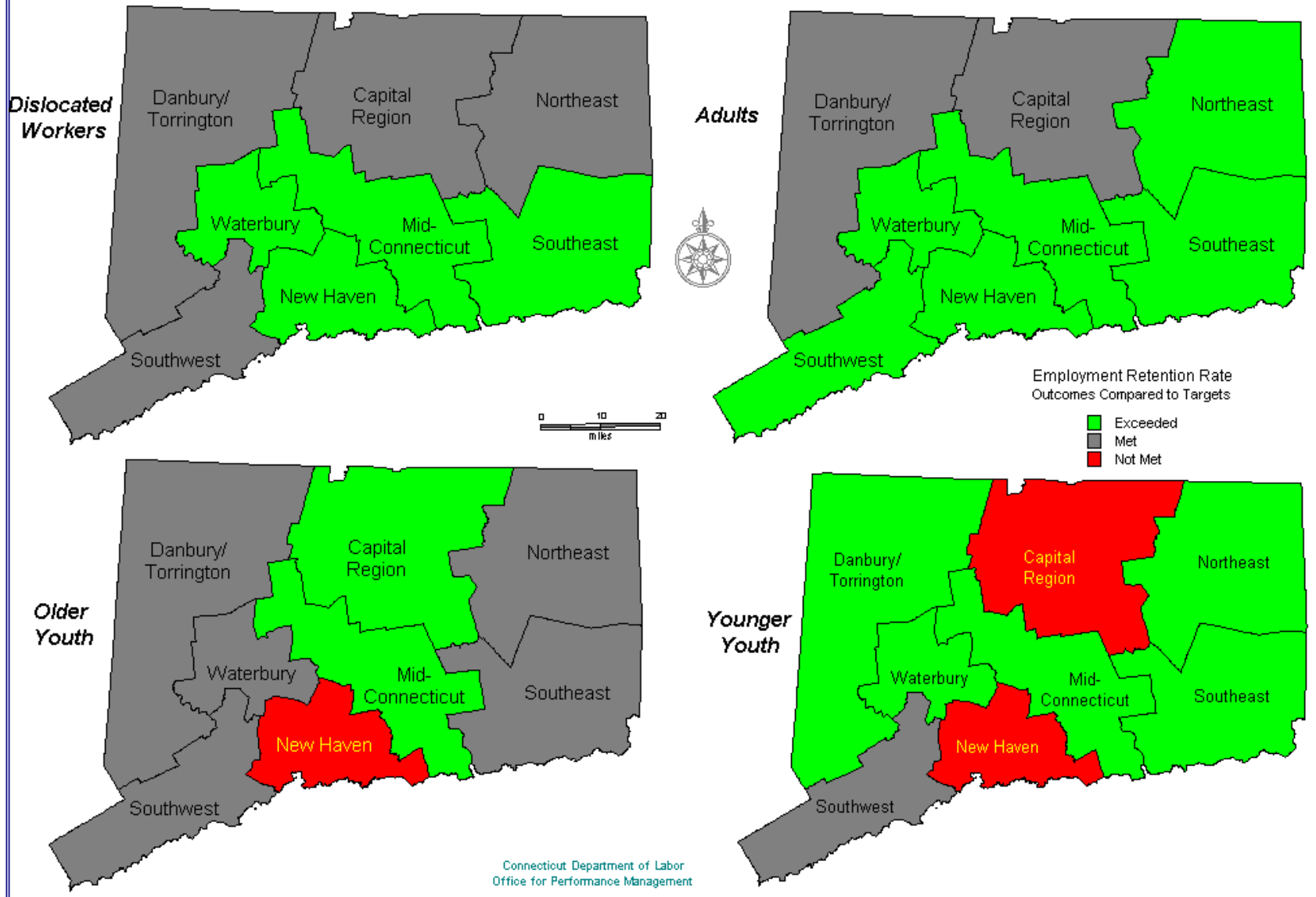
		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	74.0	75.3	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	75.6%	78.3%	<i>Exceeded</i>
	Dislocated Workers	78.2%	87.5%	<i>Exceeded</i>
	Older Youth	70.0%	65.0%	Met
Retention Rate	Adults	82.1%	89.2%	<i>Exceeded</i>
	Dislocated Workers	87.6%	91.7%	<i>Exceeded</i>
	Older Youth	80.9%	76.5%	Met
	Younger Youth	51.0%	70.4%	<i>Exceeded</i>
Earnings Change/ Replacement in Six Months	Adults	\$3,327	\$3,659	<i>Exceeded</i>
	Dislocated Workers	0.939	0.843	Met
	Older Youth	\$3,314	\$2,530	Not Met
Credential/Diploma Rate	Adults	62.1%	64.8%	<i>Exceeded</i>
	Dislocated Workers	60.5%	68.4%	<i>Exceeded</i>
	Older Youth	50.3%	55.6%	<i>Exceeded</i>
	Younger Youth	53.0%	88.0%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	78.0%	74.9%	Met

Overall Status of Local Performance	Not Met	Met	Exceeded
	(Below 80% of Target)	(80% to 100% of Target)	(Above 100% of Target)
	1	4	11

Performance Outcomes - Entered Employment

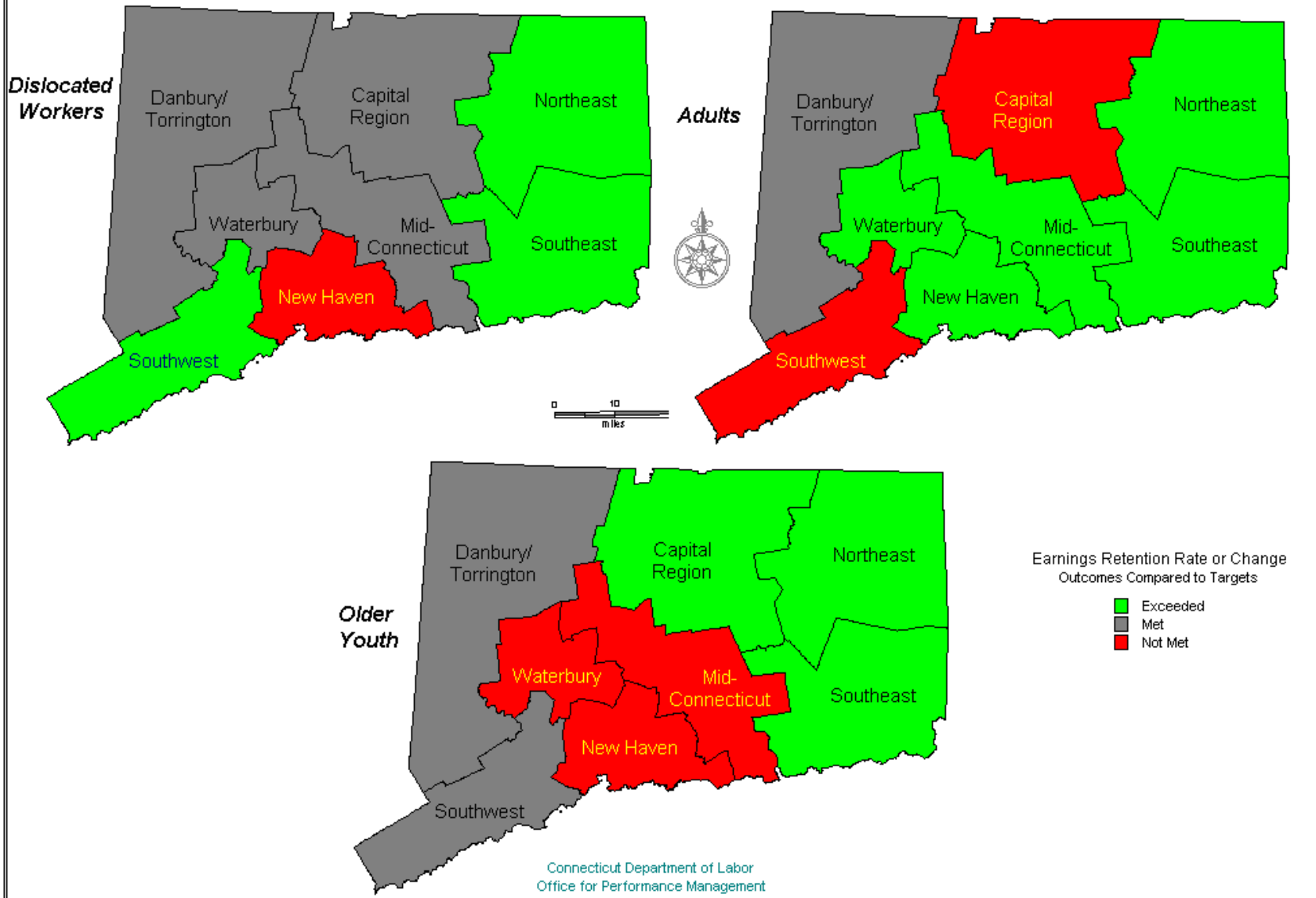


Performance Outcomes - Retention Rate

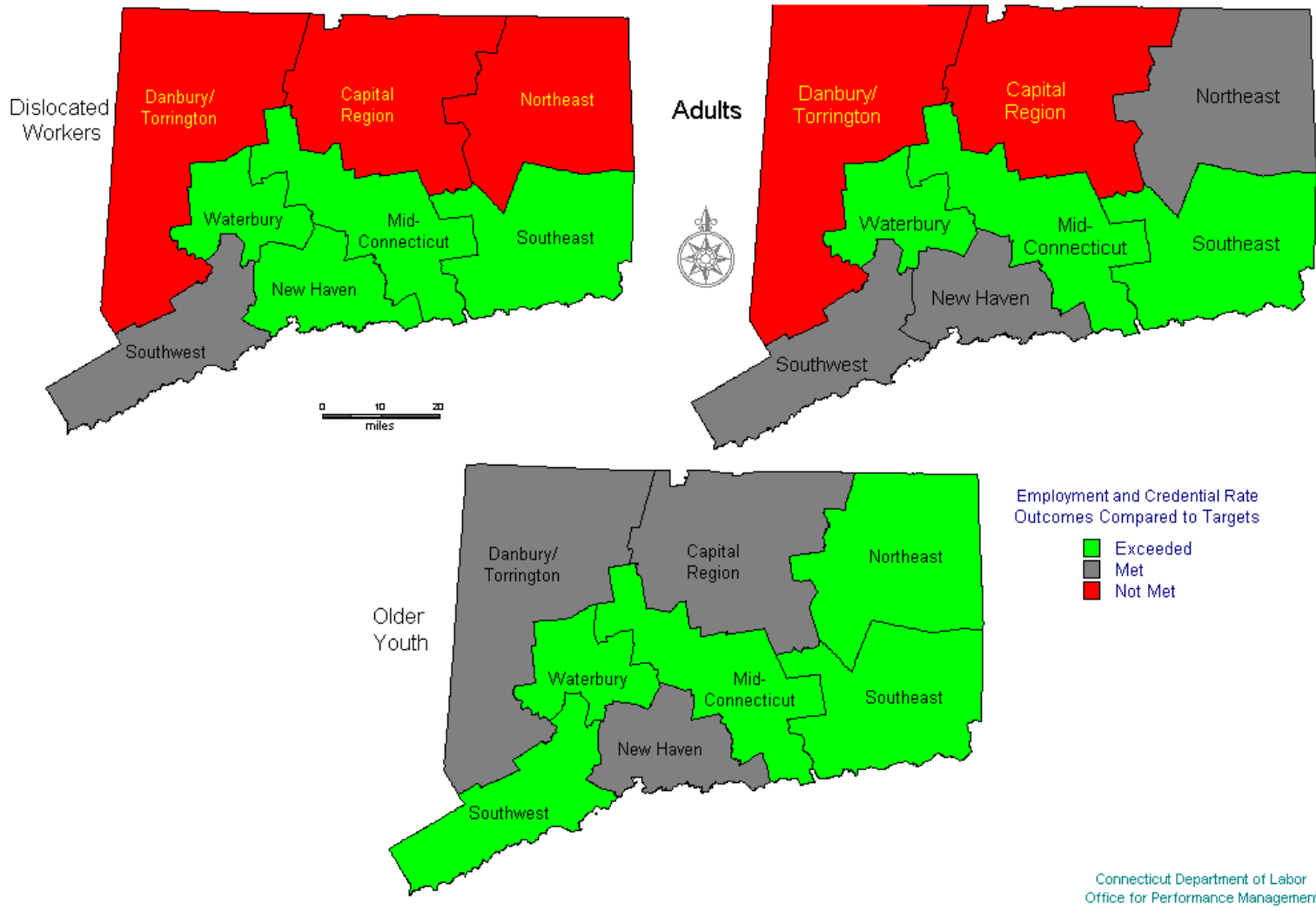


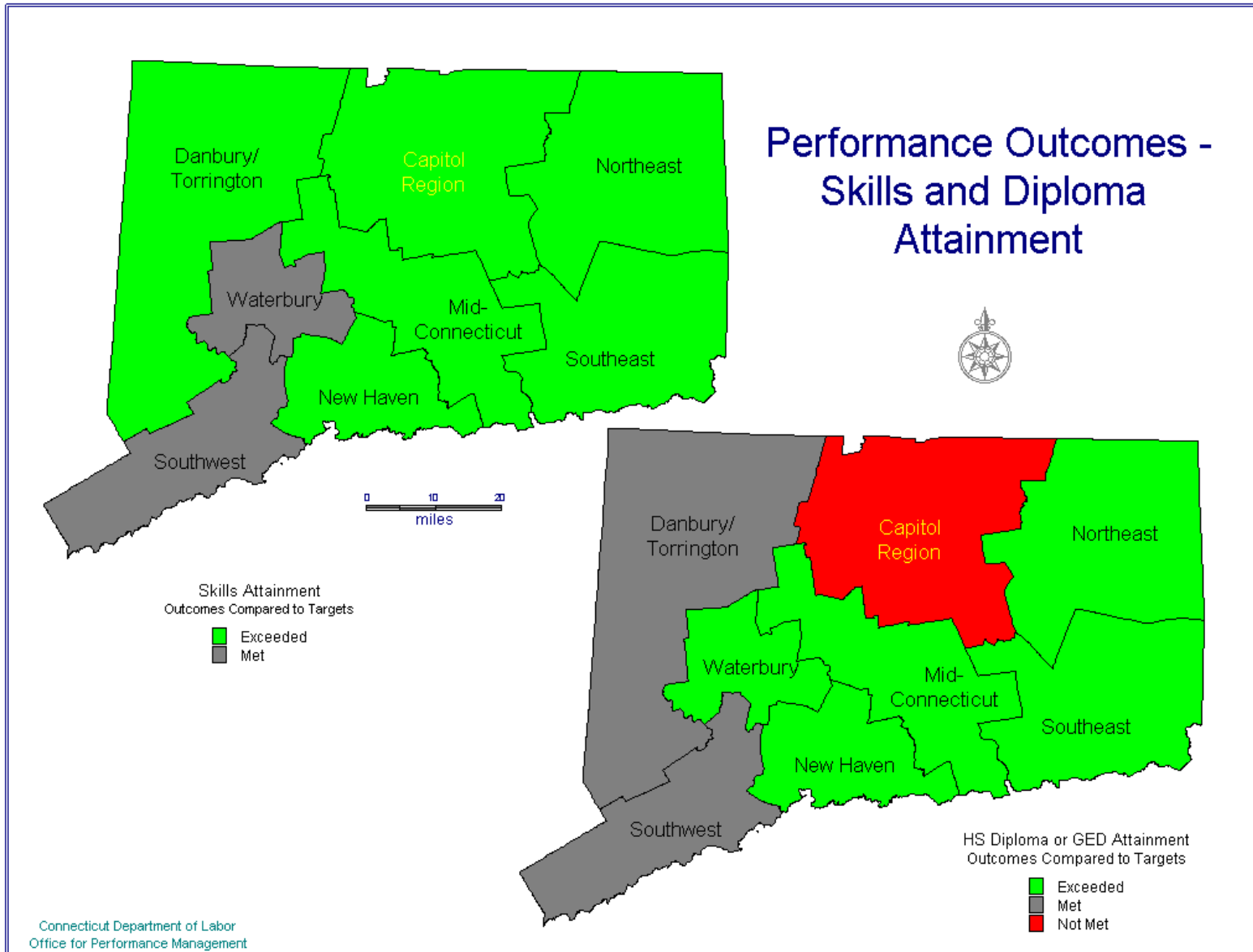
Connecticut Department of Labor
Office for Performance Management

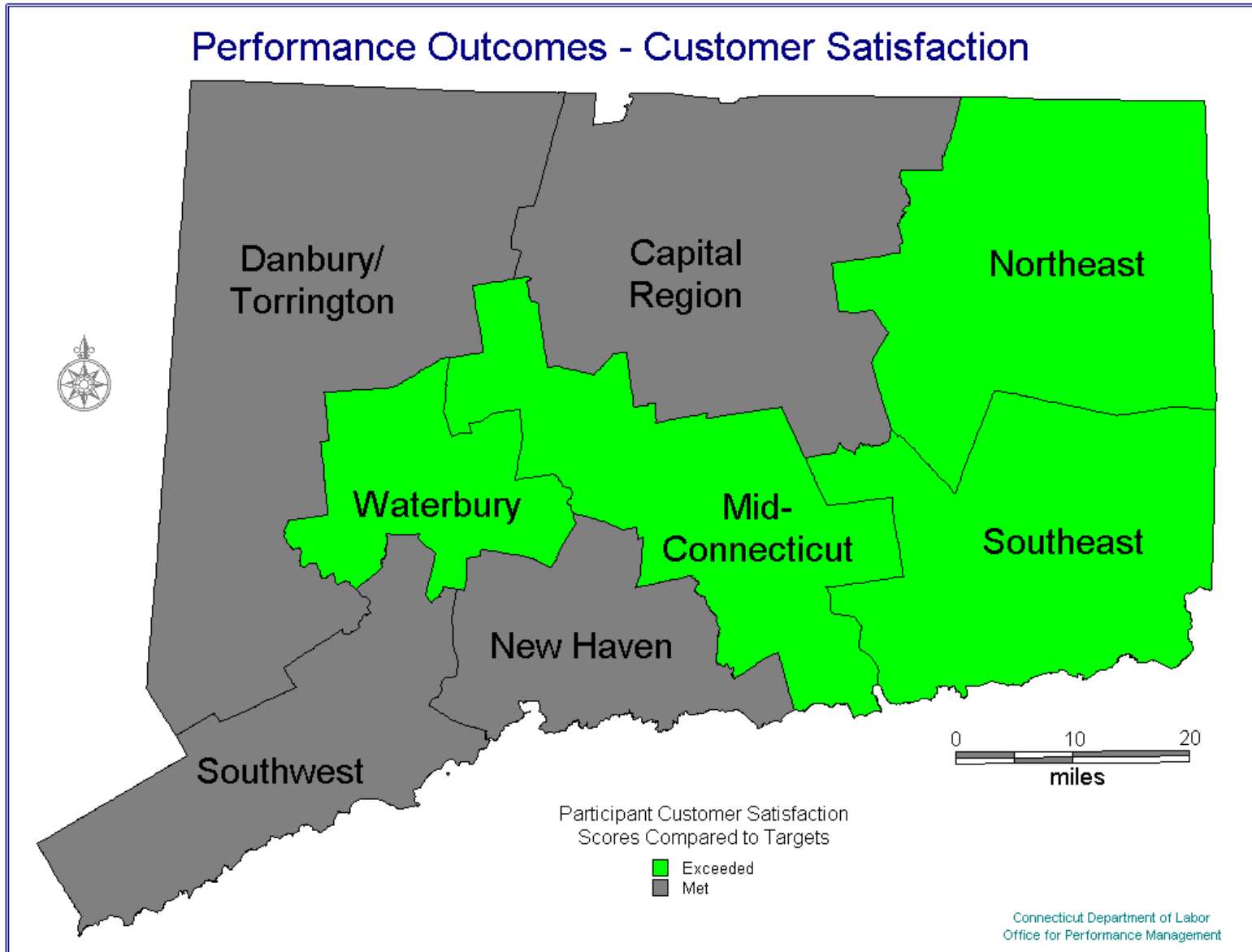
Performance Outcomes - Earnings Change and Earnings Replacement Rate



Performance Outcomes - Employment and Credential Rate







WIA Annual Report Data

State Name: CT

Program Year: 2002

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	69.4	1,334	3,524	2,267	58.8
Employers	68	71.2	516	746	746	69.2

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76	72.9	914
			1,254
Employment Retention Rate	82	81.9	1,006
			1,229
Earnings Change in Six Month	3,300	2,641	3,246,332
			1,229
Employment and Credential Rate	60	59.4	525
			884

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	71.9	281	73.2	60	59.3	54	64.2	43
		391		82		91		67
Employment Retention Rate	82.9	296	78.6	55	76.2	48	81.1	43
		357		70		63		53
Earnings Change in Six Months	3,927	1,401,887	2,347	164,302	1,122	70,684	1,248	66,142
		357		70		63		53
Employment and Credential Rate	63.4	213	48.9	22	42.6	20	43.3	13
		336		45		47		30

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	75.2	497	70.3	417
		661		593
Employment Retention Rate	82.4	575	81.2	431
		698		531
Earnings Change in Six Months	3,479	2,428,282	1,541	818,050
		698		531

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

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	80	74.1	1,193
			1,611
Employment Retention Rate	88	87.5	1,044
			1,193
Earnings Replacement in Six Months	85	80	14,526,201
			18,159,369
Employment and Credential Rate	60	57.5	536
			932

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	65.1	114	59.8	49	54.8	148	90	9
		175		82		270		10
Employment Retention Rate	80.7	92	85.7	42	88.5	131	88.9	8
		114		49		148		9
Earnings Replacement Rate	73.8	1,427,789	81.7	607,848	65.5	1,821,236	*****	54,679
		1,934,606		743,730		2,779,762		1
Employment And Credential Rate	46.3	37	52.1	25	50.4	69	75	6
		80		48		137		8

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	78.5	732	67.9
	932		679	
Employment Retention Rate	88.3	646	86.3	398
		732		461
Earnings Replacement Rate	80.2	8,526,741	79.7	5,999,460
		10,631,707		7,527,662

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	70
			192
Employment Retention Rate	80	72.3	120
			166
Earnings Change in Six Months	3,300	2,821	468,230
			166
Credential Rate	50	45.9	118
			257

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	65.9	58	100	2	46.2	6	64.5
88			2		13		172	
Employment Retention Rate	75.4	52	50	1	62.5	5	72.7	112
		69		2		8		154
Earnings Change in Six Months	2,358	162,723	4,487	8,973	2,649	21,193	2,897	446,122
		69		2		8		154
Credential Rate	53.3	56	0	0	31.3	5	48.5	113
		105		2		16		233

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	67	80.3	1,500
1,867				
Diploma or Equivalent Attainment Rate	52	63.8	146	
			229	
Retention Rate	55	57.2	119	
			208	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	66.5	256	60.4	174	70.4	342
		385		288		486
Diploma or Equivalent Attainment Rate	64	32	81.3	52	42.9	39
		50		64		91
Retention Rate	51	26	51.4	18	54	61
		51		35		113

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	75.2	544	2,768	2,001,218	8	73	4,095	3,742,730	72.4	270
		723		723		914		914		373
Dislocated Workers	85.6	683	83.2	10,007,871	6.7	80	6,434	7,675,500	68.8	436
		798		12,034,192		1,193		1,193		634
Older Youth	71.7	81	2,483	280,608	3.3	4	2,722	332,112		
		113		113		122		122		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	2,382	1,401
Dislocated Workers	2,110	1,197
Older Youth	537	333
Younger Youth	1,372	593

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$6,031,127.00
Local Dislocated Workers		\$4,023,650.00
Local Youth		\$8,747,203.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$1,344,260.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$3,330,137.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$23,476,377.00

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Capital Region Workforce Development Board	Total Participants Served	Adults	449
		Dislocated Workers	402
		Older Youth	143
		Younger Youth	485
	Total Exiters	Adults	281
		Dislocated Workers	196
		Older Youth	79
		Younger Youth	168

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	61.4	
	Employers	68	71.2	
Entered Employment Rate	Adults	78.7	75.7	
	Dislocated Workers	81.2	79.4	
	Older Youth	68.9	50	
Retention Rate	Adults	84.2	81.9	
	Dislocated Workers	89.7	80.5	
	Older Youth	78.8	83.3	
	Younger Youth	56	31.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,208	961	
	Dislocated Workers	0.96	0.81	
	Older Youth (\$)	3,059	3,260	
Credential / Diploma Rate	Adults	56.9	42.2	
	Dislocated Workers	55.5	41	
	Older Youth	51.3	16	
	Younger Youth	58	43.7	
Skill Attainment Rate	Younger Youth	64	85	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	6	4

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Danbury/Torrington Workforce Investment Board	Total Participants Served	Adults	161
		Dislocated Workers	192
		Older Youth	13
		Younger Youth	72
	Total Exiters	Adults	120
		Dislocated Workers	90
		Older Youth	13
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	73.1	
	Employers	68	71.2	
Entered Employment Rate	Adults	77.7	76.1	
	Dislocated Workers	81.2	74.2	
	Older Youth	74.2	55.6	
Retention Rate	Adults	83.1	79.6	
	Dislocated Workers	89.7	89.4	
	Older Youth	78.4	66.7	
	Younger Youth	56	90	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	3,101	
	Dislocated Workers	0.95	0.85	
	Older Youth (\$)	3,824	3,382	
Credential / Diploma Rate	Adults	62.1	37	
	Dislocated Workers	60.5	30	
	Older Youth	54.2	20	
	Younger Youth	58	52	
Skill Attainment Rate	Younger Youth	72	53.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	9	3

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Danielson-Windham	Total Participants Served	Adults	104
		Dislocated Workers	122
		Older Youth	24
		Younger Youth	87
	Total Exiters	Adults	64
		Dislocated Workers	76
		Older Youth	16
		Younger Youth	41

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	77	
	Employers	68	71.2	
Entered Employment Rate	Adults	75.6	86.1	
	Dislocated Workers	81.2	85.5	
	Older Youth	70	78.3	
Retention Rate	Adults	84.2	85	
	Dislocated Workers	89.7	87.2	
	Older Youth	80.9	72.7	
	Younger Youth	56	69	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	3,434	
	Dislocated Workers	0.96	1.08	
	Older Youth (\$)	3,314	4,597	
Credential / Diploma Rate	Adults	51.7	73.3	
	Dislocated Workers	80.9	69.6	
	Older Youth	47.3	34.5	
	Younger Youth	41	84	
Skill Attainment Rate	Younger Youth	60	84.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Mid-Connecticut Workforce Development	Total Participants Served	Adults	190
		Dislocated Workers	244
		Older Youth	64
		Younger Youth	156
	Total Exiters	Adults	105
		Dislocated Workers	155
		Older Youth	38
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	73.6	
	Employers	68	71.2	
Entered Employment Rate	Adults	78.7	84.8	
	Dislocated Workers	79.2	83.3	
	Older Youth	70	78.3	
Retention Rate	Adults	82.1	83.9	
	Dislocated Workers	87.6	88.1	
	Older Youth	79.9	81	
	Younger Youth	54	88.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	3,565	
	Dislocated Workers	0.86	0.75	
	Older Youth (\$)	3,314	1,586	
Credential / Diploma Rate	Adults	62.1	77.8	
	Dislocated Workers	60.5	83.3	
	Older Youth	49.3	69	
	Younger Youth	50	76.5	
Skill Attainment Rate	Younger Youth	72	78	
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: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: New Haven Regional Workforce Development Board	Total Participants Served	Adults	148
		Dislocated Workers	105
		Older Youth	71
		Younger Youth	182
	Total Exiters	Adults	109
		Dislocated Workers	71
		Older Youth	45
		Younger Youth	99

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	74	68.6	
	Employers	68	71.2	
Entered Employment Rate	Adults	75.6	71.7	
	Dislocated Workers	80.2	75.5	
	Older Youth	70	60.7	
Retention Rate	Adults	82.1	86.4	
	Dislocated Workers	85.5	88.9	
	Older Youth	80.9	50	
	Younger Youth	57	43.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	4,758	
	Dislocated Workers	0.96	0.72	
	Older Youth (\$)	3,314	1,360	
Credential / Diploma Rate	Adults	62.1	60.9	
	Dislocated Workers	60.5	70.5	
	Older Youth	49.3	30.6	
	Younger Youth	56	77.1	
Skill Attainment Rate	Younger Youth	62	95.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	5	7

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: SE/CT Workforce Investment Board	Total Participants Served	Adults	105
		Dislocated Workers	78
		Older Youth	50
		Younger Youth	83
	Total Exiters	Adults	60
		Dislocated Workers	47
		Older Youth	31
		Younger Youth	45

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	79.6	
	Employers	68	71.2	
Entered Employment Rate	Adults	63	82.5	
	Dislocated Workers	77.2	88.9	
	Older Youth	68.9	100	
Retention Rate	Adults	75.9	81.7	
	Dislocated Workers	83.4	91.7	
	Older Youth	80.9	71.4	
	Younger Youth	37	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	4,133	
	Dislocated Workers	0.88	0.89	
	Older Youth (\$)	3,314	5,542	
Credential / Diploma Rate	Adults	66.2	77.8	
	Dislocated Workers	64.5	73.1	
	Older Youth	48.3	71.4	
	Younger Youth	39	50	
Skill Attainment Rate	Younger Youth	57	75.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: The Greater Waterbury Workforce Investment Board	Total Participants Served	Adults	226
		Dislocated Workers	177
		Older Youth	39
		Younger Youth	149
	Total Exiters	Adults	140
		Dislocated Workers	134
		Older Youth	32
		Younger Youth	68

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	74	75.3	
	Employers	68	71.2	
Entered Employment Rate	Adults	75.6	78.3	
	Dislocated Workers	78.2	87.5	
	Older Youth	70	65	
Retention Rate	Adults	82.1	89.2	
	Dislocated Workers	87.6	91.7	
	Older Youth	80.9	76.5	
	Younger Youth	51	70.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	3,659	
	Dislocated Workers	0.94	0.84	
	Older Youth (\$)	3,314	2,530	
Credential / Diploma Rate	Adults	62.1	64.8	
	Dislocated Workers	60.5	68.4	
	Older Youth	50.3	55.6	
	Younger Youth	53	88	
Skill Attainment Rate	Younger Youth	78	74.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	4	12

WIA Annual Report Data

State Name: CT

Program Year: 2002

Table O: Summary of Participants

Local Area Name: The WorkPlace, Inc.	Total Participants Served	Adults	999
		Dislocated Workers	680
		Older Youth	134
		Younger Youth	158
	Total Exiters	Adults	522
		Dislocated Workers	354
		Older Youth	79
		Younger Youth	63

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	70.3	
	Employers	68	71.2	
Entered Employment Rate	Adults	75.6	65.4	
	Dislocated Workers	81.2	74.5	
	Older Youth	70	58.5	
Retention Rate	Adults	78	78.5	
	Dislocated Workers	89.7	89.7	
	Older Youth	77.8	75.4	
	Younger Youth	55	48.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,327	2,425	
	Dislocated Workers	0.66	0.85	
	Older Youth (\$)	3,314	2,806	
Credential / Diploma Rate	Adults	62.1	54.5	
	Dislocated Workers	60.5	49.8	
	Older Youth	49.3	54.3	
	Younger Youth	39	50	
Skill Attainment Rate	Younger Youth	62	60.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	11	5