

COMMONWEALTH OF VIRGINIA

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

ANNUAL REPORT

FOR

WORKFORCE INVESTMENT ACT OF 1998

TITLE I-B ACTIVITIES

PROGRAM YEAR 2002

(July 1, 2002 to June 30, 2003)

Submitted by

Virginia Workforce Council
Workforce Investment Act Division
Virginia Employment Commission

December 2003

Contents

SECTION 1. WORKFORCE INVESTMENT ACT SYSTEM DEVELOPMENT

INTRODUCTION	3
VISION AND GOALS	4
GOVERNANCE STRUCTURE	5
VIRGINIA WIA PROGRESS SUMMARY	7
NEXT STEPS: CONTINUOUS IMPROVEMENT	16

SECTION 2. WIA TITLE I-B RESULTS

Cost Effectiveness	17
Analysis	17
Evaluation Activities	19
Tables (Narrative)	19
Tables (Submitted via EIMS)	20

INTRODUCTION

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

For Program Year 2002 (PY2002), Virginia received **\$43.3** million in WIA Title I-B funds from the United States Department of Labor (DOL). Funding for PY2002 includes expenditure information reflecting the previous year's carryover funds. These funds help to ensure the continuation of publicly-funded workforce development services to employers, job seekers and youth through a re-engineered state and local delivery system that links workforce development strategies with economic development initiatives.

Program Year 2002 presented a number of unique challenges to the continued development of the workforce development system in Virginia. In addition to program implementation issues, new state reforms are also now underway to bring a 21st century approach to workforce system development in Virginia.

Economic conditions continued a decline that began in the previous year. The textile, furniture, and tobacco-related industries were more harshly impacted. The number of communities suffering with high unemployment rates increased over the previous year, as well.

The state and national economic picture continued to be bleak and the promise of an economic turnaround did not appear on the horizon. Both the public and private sectors were adversely impacted lessening the maturation of the workforce development system under less than ideal circumstances.

Despite the economic conditions, greater opportunities for coordination and collaboration between One-stop partners had to be developed in order to bring about necessary change in the workforce development system. The continued evolution of relationships between One-stop partners was seen as critical to the continued development of workforce system development in Virginia.

VISION AND GOALS

VISION. . .

The vision for the Commonwealth is to have and promote a well-trained, well-educated, highly skilled and qualified workforce that is actively engaged in lifelong learning. This workforce will be critical to the attraction and retention of successful business and industry in the Commonwealth and will help ensure a desirable quality of life for all Virginians. Because of these demands for high performance, flexibility, and customer satisfaction, the Commonwealth's new workforce development system will ensure that Virginia's employers, jobseekers and workers coalesce to promote economic development throughout Virginia.

GOALS. . .

- Provide statewide leadership and promote leadership in the area of workforce development at the local level.
- Ensure continuous improvement in the workforce system and hold agencies, including education, training and apprenticeship providers, accountable for measurable outcomes.
- Create a statewide culture of lifelong learning.
- Develop workforce strategies that ensure economic growth in all geographic regions and balance the needs of the state's various industries.
- Understand the future needs of employers, workers and job seekers and overseeing the development of responsive programs to meet those needs.
- Leverage the Internet and information technology to build an integrated service delivery system that is responsive to workers and employers, while recognizing regional and local circumstances and needs.
- Identify and addressing the challenges and opportunities presented by a diverse workforce composed of youth, immigrants, the disabled, older workers, rural and urban poor, as well as more traditional workers.

GOVERNANCE STRUCTURE

State Structure:

The Governor and the General Assembly created the Virginia Workforce Council (VWC) in 1999 to coordinate policy, planning and accountability for the Commonwealth's workforce development system.

The VWC develops and approves the state-level plan for WIA activities and facilitates the coordination of state and local workforce development programs. Additionally, the VWC helps to ensure that the workforce development system is both responsive to the needs of employers and jobseekers and links workforce development strategies with economic development initiatives. The Virginia Employment Commission (VEC), the Department of Business Assistance (DBA) and Virginia Community College System (VCCS) are the designated state agencies that support the VWC.

The VEC is the WIA Title I-B Grant Recipient for the Commonwealth. The WIA Division within the VEC has administrative responsibility for WIA Title I-B and serves as the lead for the implementation and oversight of the Virginia Workforce Network (VWN), which is the state's WIA One-stop workforce development service delivery system.

State Administration and Oversight:

In the spring of 1999, the VEC established the WIA Unit to carry out the WIA statewide activities and to serve with VCCS as co-staff to the VWC. Subsequent to that, the WIA Unit, a component of a larger operational Division, was elevated into a separate division, indicating the Commonwealth's recognition of the importance of the WIA within the state structure. Program implementation and oversight is the responsibility of a 16-member staff which includes four regional WIA consultants that are out-stationed in different regions of the state to provide a more accessible means of technical assistance for the local workforce areas. Other divisions within the VEC provide various other support functions such as financial management, personnel issues and procurement.

Local Structure:

The VWN is the state and local workforce development delivery system. The VWN is comprised of 17 certified Local Workforce Investment Boards (LWIBs), one for each of the Commonwealth's Local Workforce Investment Areas (LWIAs). The VWN has approximately 80 comprehensive and satellite Virginia Workforce Centers (one-stop centers) through which WIA Title I-B employment and training services are provided under the leadership of the LWIBs and Chief Local Elected Officials (CLEOs).

The LWIBs, in partnership with their CLEOs, promote the coordination and integration of various publicly funded employment and training services for jobseekers. The business-led LWIBs help to ensure that local workforce development activities are linked to economic development strategies and are responsive to employer needs at the local level.

Each LWIB has a WIA strategic plan that has been approved by the Governor. The plans outline local workforce development strategies, employer and jobseeker needs, demand occupations and skills needed, and goals and objectives that are consistent with state plan for workforce development. The interdependency of the state VWC and the LWIBs have strengthened the relationship between state and locally led workforce development efforts.

Each LWIB also has an approved operational plan that outlines the specific manner in which services are delivered to the customer.

Local Administration and Oversight:

Almost one-half of the LWIBs chose to create new staffing arrangements under the WIA, causing much debate between the CLEOs and newly appointed LWIB members. Therefore, many of the LWIBs encountered challenges regarding implementation of the WIA and development of a new local workforce development system due to the start-up time for new staff. New LWIBs coupled with new local staffs resulted in a transition environment rather than a “roll-over” of the previous system into WIA.

During PY2002, the local areas continued to move beyond the initial issues that slowed the implementation of WIA in earlier years. Several LWIBs chose to move away from the consortium arrangement for the one-stop operator model and moved to a more process-driven model where the operator is selected through competitive process. This indicates to the state a radical shift from the way “business has been done”. Local partnerships continue to evolve and allow for a service delivery system that is more responsive to the needs of the customer and is reflective of the unique conditions for each of the 17 local workforce areas in the Commonwealth.

VIRGINIA WIA PROGRESS SUMMARY

Managing Change: Challenges and Opportunities

In each successive year, Virginia has advanced the development of the workforce development system. In 1999, the Commonwealth began re-engineering its fragmented employment and training service delivery structure under the Job Training Partnership Act (JTPA). The second year of WIA saw the further development of LWIAs and the One-stop system. The ability of LWIAs to work within the economic development arena was tested as localities strived to increase the economic viability of their areas. During PY2002, workforce development at the state level in Virginia was included in Governor Mark Warner's agenda, providing WIA implementation with an additional impetus.

State Leadership:

As a part of Governor Warner's workforce development agenda, new legislative and administrative reforms were begun to create a coordinated statewide workforce development system. In March 2003, the Governor signed the Virginia House of Delegates Bill #2075 (HB 2075), which reduced the membership of the Virginia Workforce Council from 43 to 29, and expanded the duties of the Council in its implementation of the WIA and other broader workforce development goals. Additionally, a new workforce development coordinator, reporting directly to the Governor, charged with the sole task of coordinating workforce development services on a statewide basis, above and beyond the particulars of any specific employment and training program that is administered by a state agency. The Virginia Legislation also included a requirement for local workforce areas to prepare demand plans. The demand plans are expected to identify the needs of the employers in each area to further provide linkages between economic development and workforce development initiatives.

Allowable State Activities:

Through action of the General Assembly, the Commonwealth funded two allowable statewide activities with WIA state set aside funds:

Education for Independence is a statewide program that targets single parents, displaced homemakers, single pregnant women, teenage mothers and women in non-traditional training and high technology careers. The programs are located at Virginia Community College Campuses, high schools, etc. and are administered by the Department of Education.

Virginia Skills Centers are located throughout the Commonwealth and serve as regional occupational skills training facilities. The *Virginia Skills Centers* typically target adults who have been dislocated from employment, or who are underemployed or unemployed. The *Skills Center* staff work with local employers to design curriculum based on occupational competencies for careers in technology.

Through the Secretariat of Commerce and Trade, the Commonwealth also funds other eligible activities during the program year.

Incumbent Worker Training. In January of 2003, the Virginia Workforce Council adopted an Existing Worker Strategy that provides funding assistance for Virginia businesses to meet diverse skills training needs of the incumbent workforce, as well as development of layoff aversion strategies.

State List of Eligible Training Providers (ETP):

The ETP List is a single list of training providers who have been approved by LWIBs in the Commonwealth, including program cost information. Individuals eligible to receive WIA funded training services have the opportunity to select any of the eligible providers, from any of the LWIAs in the State that are included on the approved list. These programs are accessible to the public via the VEC website at www.vaworkforce.com/public/traininglist/trainingsearch.asp.

The VEC Information Technology (IT) and WIA staffs are currently working with LWIB staff to provide local access and training on the ETP List system module. Other important WIA activities include the formation of a workgroup of field personnel to identify potential problems and solutions with all aspects of the ETP process. One of the biggest problems currently facing Virginia with the ETP process is obtaining the required performance information for determining the subsequent eligibility of training providers. Specifically, universities and community colleges are reporting problems with submitting the performance information on "all students," as mandated, due to the inability to track each and every student. There is the need to bring more training programs into the customer choice arena. Local workforce areas are better equipped to identify those providers locally and to develop the necessary information to meet the needs of their local customers.

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

The VWN is the interface for employers, jobseekers and workforce development partners at the local level. There are approximately 44 **comprehensive** Virginia Workforce Centers. These centers provide a wide range of employment, training and education services, which are available to Virginia employers, workers and job seekers. Program information and access to services coordinated through VWN partners include 14 required federal employment and training programs. Workforce leaders from the 17 LWIBs and community agency partners continue to work collaboratively in ensuring that the career centers are managed effectively, are responsive to customer needs and produce successful results.

As the administering state agency for the WIA, the VEC's WIA Division has assisted the VWC and LWIBs in establishing the VWN through the development of policies and a series of training sessions. The WIA Division provides customized technical assistance to LWIBs for local workforce investment system development and to strengthen WIA Title I-B programs on a continual basis. Furthermore, the WIA Division provides facilitation and mediation services to LWIBs.

The certification of Virginia Workforce Centers will involve increasingly difficult levels or steps of continuous improvement. The purpose of the certification process is to provide an annual, objective measurement process that ensures that Centers provide a specified level of service to job seekers and employers. Centers that achieve the desired level of service are certified or chartered. Centers must achieve increasing levels of customer service and expertise in order to achieve the annual re-certification status. A task force of field representatives was convened in the summer of 2002 to create the "Level 1" criteria for the seven categories in the Malcolm Baldrige principles of continuous improvement. The task force also recommended that the certification process be implemented only in the approximately 44 comprehensive centers. The certification process for satellite centers would be implemented in the following year.

In September 2002, the VEC contracted with the California Center for Excellence (CCE) for the services of a nationally renowned expert in the field of the Malcolm Baldrige principles of continuous improvement. The role of the consultant was to ensure that the implementation process, the work of the task force, Local Workforce Investment Boards, and local and state staff was in alignment with the Malcolm Baldrige principles of continuous improvement.

The CCE consultant and the State WIA office created an application package in the fall of 2002 for the comprehensive center management team to complete when applying for a charter. The 17 Local Workforce Investment Boards approved the application package. The application package was disseminated to the comprehensive centers in March of 2003.

It was decided that the “examiners” or evaluators for the process would be volunteers recruited at the local level (i.e. local public agencies, the private sector, etc.). The State WIA office would supplement that source with volunteers from its mandatory partners. In January 2003, the CCE consultant trained approximately 85 volunteers to serve as examiners for the certification process. The team of examiners must consist of at least three individuals.

The due date for the certification application was May 30, 2003, which gave the center staff three months to complete the application. Applications were received from approximately 30 comprehensive centers. LWIAs that had procurement cycles scheduled for the new program year could delay the certification process until their customer centers were selected. Technical assistance workshops and conference calls were held to explain the process to Center staff. By the end of the program year, the team of examiners had begun their evaluation of the center’s certification application.

The project timeline called for the Centers to be certified by the end of February of 2004. However, many volunteers are experiencing difficulty in balancing the time requirements for this project and their professional jobs. While this difficulty is causing a delay in the certification of many centers, it is anticipated that the vast majority of the approximately 30 centers will finish the certification process by the end of program year 2004.

LWIA Performance Related Incentive Grants:

The VWC envisions a high performance workforce investment system – a system that is customer-driven, results oriented, flexible and continuously improving. Continuous improvement is aimed at improving outcomes for the customers by enhancing system-wide performance. This involves effective alignment of system-wide resources to achieve performance excellence; and the recognition and award of top performers within the system. The Commonwealth has both monetary and non-monetary awards as recognition for top performers.

Monetary Awards

The Commonwealth of Virginia rewards local performance through two monetary categories: Exemplary Performance and Local Coordination, and Exemplary Performance and Regional Cooperation.

During PY2002, local areas were awarded incentive grants for performance in PY2001. From the funds available each year for incentive awards, four incentive awards were provided to LWIBs on a competitive basis. Two of these incentive awards were conferred for exemplary performance and local coordination and two incentive awards were conferred for exemplary performance and regional cooperation.

Non-Monetary Award

Governor's Award for Best Practices in Workforce Development

The Governor's Award for Best Practices in Workforce Development is the top Workforce Investment Act Award given by the VWC. The award is presented on a competitive basis for outstanding performance by a LWIB or comprehensive Virginia Workforce Center. In March of 2003, the Shenandoah Valley Workforce Investment Board was presented this award for PY2002 by Governor Mark Warner.

The WIA requires that Governors ensure that the principles of continuous improvement are embedded in workforce development to improve the quality of training programs and increase the satisfaction of program customers. The VWC created this award to recognize the commitment of WIA organizations to continuous improvement of work practices in workforce development.

Applications were received, reviewed and selected for site visits to be conducted by a review team, consisting of members of the VWC with staff support from Workforce Investment Act Division. The purpose of the site visit was to validate the information in the application, verify supporting evidence, and learn more about the LWIB's operation. The review team found that the successful LWIAs have an active and invested board. The same was also found to be true for those who applied and received a site visit but did not receive an award recommendation. The Monetary award was presented to the selected LWIBs in December 2002.

Developing a Fiscal and Management Accountability Information System:

The MACC has been under development since PY2000 and continued during PY2002. The task of incorporating the diverse needs of the consortium members remains a challenge. The MACC was created to address the need for an information system to meet WIA reporting, case management and program management needs. Since its inception, WIA Title I-B funds, along with CareerConnect and other DOL grant funds have been committed to ensure the development and implementation of the MACC system. Upon full implementation, MACC will support case management, labor exchange, management information and performance measures. Later plans to increase its capacity will allow self-service and accommodate partner programs.

During PY2002, programming, testing, training, and technical assistance have been a major focus of state and local entities. Furthermore, the State started the process of training on the new MACC system for the local workforce areas. An early version of MACC, the third information system is in the process of being implemented.

Capacity Building:

The creation of a statewide workforce development system and the implementation of the new WIA one-stop service delivery structure required extensive technical assistance for system building at both the state and local levels. With the establishment of 17 LWIAs, 17 LWIBs, 17 local staffing arrangements, 17 new one-stop system operators and approximately 80 comprehensive and satellite centers, the Commonwealth has been challenged to address the myriad of education and training needs of individuals who are creating the workforce development system, as well as to those providing services through the system. Statewide technical assistance and training activities regarding system building, performance measures, one-stop certification, case-management, technological and other implementation strategies are provided on a continuous basis to LWIAs.

Technical Assistance:

The Commonwealth has engaged in numerous capacity building activities, including: a conference on economic development and workforce development for key policy leaders; a conference on the use of Malcolm Baldrige principles; and technical training sessions on the regulations, state policies and other operational issues related to implementation. Additionally, four regional consultants through the WIA Division provide technical assistance and legislative guidance to LWIAs. Programmatic and fiscal monitoring visits have been conducted throughout the 17 LWIAs. The purpose of these monitoring activities was to review the organizational and operational systems of the LWIAs to ensure that internal management systems are functioning effectively in the implementation of WIA funded activities.

The State's monitoring activities included a review of the one stop service delivery system, policies and procedures, expenditure reports, management information system reports, the individual training account system, review of the performance, both of WIA funded activities and management practices supported by WIA funds. In addition, the quality of services that the LWIAs and their services providers are evaluated based on the performance outcomes established by the WIA core indicators of performance of all adult, dislocated worker and youth programs. The regional consultants also provided technical assistance to the LWIAs to correct deficiencies and/or strengthen programs on a continual basis.

Providing Assistance to Local Youth Councils:

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

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

The VEC sponsored the Governor's Work Preparedness Summer Youth Institute (SYI) for PY 2002. This was the sixteenth year for the SYI. The institute was held on the campus of the Virginia State University in Petersburg, VA during the week of July 29 through August 2, 2002.

Over 140 youths participated in this year's SYI, which provided an intensive weeklong curriculum and established a plan of action for continuing their education and/or beginning a career. During the week, the youth attended seminars, education and business fairs, workshops and plan development sessions that will enable them to write their plan of action. The best plans written, received an incentive award and was presented to the entire institute. In addition, the youth participated in various social activities such as volleyball, basketball, board games, dances and a talent show.

The SYI has been a fulfilling and rewarding experience for youth, volunteers, companies and agencies that have donated their time and/or resources toward making the SYI a success. Former participants have expressed how their participation with the SYI provided a positive and constructive influence on their lives and future endeavors.

Conducting Evaluations:

Virginia went through significant changes from the JTPA program to the implementation of the WIA. Program evaluation is seen as critical to the evolution of quality programs. VEC has established a monitoring and evaluation system that involves gathering and analyzing information to evaluate services provided, identify strengths and weaknesses and propose improvements. Monitoring activities are conducted periodically to ensure that services comply with contractual agreements, WIB policies, WIA regulations and LWIA requirements. Furthermore, VEC will evaluate the LWIA's quality of services based on the performance outcomes as established by the WIA core indicators of performance for all adult, dislocated worker, and youth programs. VEC began its monitoring activities in December 2002 and completed on-site reviews of all 17 LWIAs.

Continued Training for the Regional Consultants/Monitors:

A WIA Financial Manager's Workshop hosted by the U.S. Department of Labor was held on September 9-12, 2003 in Williamsburg, VA. This workshop was a bi-regional effort between financial staff from both Regions 1 and 2 states and local workforce investment areas. Topics during the workshop include the WIA Reauthorization, Performance Measures, One Stop Cost Allocation, WIA and NEG Financial Reporting, Resource Sharing Agreements, Auditing from the Federal, State and Local Perspective, Effective Accounting Systems for Local Entities, and the New Financial and Administrative Review Guide-One Stop Comprehensive Financial Management Review.

Customer Choice: Meeting the Needs of Employers and Jobseekers:

Virginia strives to ensure that the workforce development system produces the results necessary to contribute to the economic vitality of the Commonwealth. As the system has evolved, the approach to system design, service delivery and legislative interpretation have been revisited. The State and LWIA officials continue to engage in meaningful discussions on how to provide service choice while meeting the needs of all WIA customers. To further ensure the needs of the employers are met, Virginia has implemented and began test piloting of a new demand plan approach during PY2002. Upon completion of the pilot tests in two local workforce areas, each WIB will prepare an annual workforce needs assessment for the region it serves. This workforce demand plan will identify the jobs and job skills needed by employers in that region. This plan will help workforce development agencies determine which services they need to provide each year. This plan will serve as a roadmap for employers trying to find trained employees and for workers looking for new jobs.

Local Activities:

Adult and Dislocated Worker funds received by the Commonwealth were allocated to the Local Workforce Investment Areas (LWIA's) for the provision of core, intensive and training services through the local one-stop service delivery system. The LWIBs determine the appropriate mix of services, consistent with strategies contained in their local strategic plan.

LWIA's coordinate resources from all of the partner entities to maximize WIA funds. Memoranda of Understanding (MOUs) have been developed to capture the local agreements for service

provision, resource sharing and cost allocation. In addition, several LWIAs have been awarded other DOL grants to enhance services provided to employers and jobseekers. At this point, there is insufficient data to determine the impact that resource sharing has had on WIA expenditures, which have been lower than expected.

Customer choice is a priority in the VWN. Customers are made aware of the various services available through each of the partner entities and/or contracted service providers at the Virginia Workforce Centers. The statewide eligible training provider list is maintained so that customers will be aware of providers who offer training in identified demand occupations. The use of Individual Training Accounts (ITAs) allows jobseekers to benefit from the customer choice envisioned under the WIA.

Case management services, which accompany training services, ensure that the participant exercises his/her power of choice in the context of individualized assessment, career counseling and guidance. Case managers help participants use their individual information to develop a career plan that leads to employment and self-sufficiency.

A major challenge statewide has been the provision of a seamless array of services across multiple partner programs, avoiding duplication of effort in the delivery of core, intensive and training services. The following services provide the local framework for the types of employment and training activities made available through the local one-stop service delivery structure:

Core Services:

- ◆ Provision of employment information, including job vacancy listings, skills necessary to obtain employment in specific jobs and demand occupations as well as the expected earnings and skill requirements for those occupations in the local, regional and national labor markets,
- ◆ Provision of information regarding filing claims for unemployment compensation,
- ◆ Determinations of eligibility for services requiring criteria-tested eligibility,
- ◆ Outreach and orientation to CareerConnect and other One-stop services,
- ◆ Provision of information on eligible providers of training services,
- ◆ Provision of information on the availability of supportive services, including child care and transportation, and referral to such services, as appropriate,
- ◆ Assistance in establishing eligibility for welfare-to-work activities and other financial aid for training and education not funded under WIA,
- ◆ Job search and placement assistance and, when appropriate, career exploration/facilitation,
- ◆ Initial assessment of skill levels, aptitudes, abilities and supportive service needs, and
- ◆ Follow-up services.

Intensive Services:

Intensive services are provided when it is determined through an initial assessment that the individual is unable to obtain/retain employment through core services. Intensive services are provided based upon the LWIBs' established policies on priority of services.

- ◆ Comprehensive and specialized assessments of skill levels and service needs that may include diagnostic testing and in-depth interviewing to identify employment barriers and employment goals,
- ◆ Development of an individual employment plan to identify the employment goals and appropriate combination of service for the participant to achieve the employment goals,
- ◆ Group counseling,
- ◆ Individual counseling and career planning,
- ◆ Case management for customers seeking training services, and
- ◆ Short-term prevocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for unsubsidized employment or training.

Training Services

Training services are provided when it has been determined by interview, evaluation, or assessment that an individual is unable to obtain/retain employment through intensive services.

- ◆ Occupational skill training, including training for non-traditional employment,
- ◆ On-the-job training,
- ◆ Programs that combine workplace training with related instruction, which may include cooperative education programs,
- ◆ Training programs operated by the private sector,
- ◆ Skill upgrading and retraining,
- ◆ Entrepreneurial training,
- ◆ Job readiness training,
- ◆ Adult education and literacy activities provided in combination with other skill training services listed above, and
- ◆ Customized training conducted with a commitment by an employer or group of employers to employ those who successfully complete training.

LWIBs have the flexibility to customize workforce services to meet the needs of their community. LWIAs will continue to explore possibilities to provide value-added and enhanced workforce investment services to employers and jobseekers, including the expanded use of customized and on-the-job training. As Virginia continues to develop a more systemic workforce development delivery approach under WIA, LWIAs will be encouraged to continuously improve their local workforce development delivery system, including the review of local structures, processes, policies and services.

Statewide Activities:

In 1999, the stage had been set in Virginia to embrace the unique challenge presented by the United States Congress in developing a unified workforce development system across multiple department and agency lines. However, the task proved much more challenging than initially expected. During PY 2002, statewide activities primarily focused on continuing the transformation of the new workforce development system under the WIA.

This section summarizes statewide activities outlined under WIA Title I-B Sec.134 (a) (2) (B) and Sec.134 (a) (3)

Statewide Rapid Response Activities:

During PY2002 (July 1, 2002 – June 30, 2003), the State Dislocated Worker Unit (DWU) received a total of 87 notices under the Worker Adjustment and Retraining Notification (WARN) Act affecting a total of 12,364 workers. During this same period, DWU staff, working through the local One-Stop Career Center System, helped to coordinate the provision of appropriate employment transition services to approximately 18,300 dislocated workers affected by 146 plant closings and mass layoffs statewide.

In order to ensure that sufficient resources were available to meet the employment and training needs of workers dislocated as a result of the events of 9/11/01, the Commonwealth applied for and received a \$10 million National Emergency Grant (NEG) from the UNITED STATES DOL. During the award period for the grant in PY2002, funding was made available to serve eligible dislocated workers in areas affected by 9/11, including locations outside of the Northern Virginia region. An additional \$3.5 million increment was approved for providing intensive services and appropriate opportunities for individuals whose jobs were negatively impacted by the terrorist events of 09/11/01. Funding for a second NEG was received to provide assistance to workers dislocated as a result of major plant closings in Charlottesville, Culpeper, and Luray.

The state received 9 requests for 25% Statewide Rapid Response funds totaling almost \$3 million from LWIAs. In response to these requests, the Commonwealth was able to provide over \$1.5 million in 25% Statewide Rapid Response funds during PY2002 to help augment the formula dislocated worker funds of localities hit hard by layoffs and closings.

NEXT STEPS: CONTINUOUS IMPROVEMENT

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

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

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

The WIA Division will continue to provide training and technical assistance on the application of Malcolm Baldrige principles and quality improvement tools. Policies and guidance for various components of the VWN, including One-stop chartering, will all be aimed at system improvement. Additionally, as Virginia migrates to the information management system created under the auspices of the MACC, opportunities to better measure and evaluate improvements in WIA programs will be available to the workforce development system.

With efforts to restructure Virginia's workforce development system, the new workforce reform agenda is essential to building the world-class workforce Virginia requires in the 21st century. The Reform Agenda for 2003 will:

- Improve One-Stop Workforce Development Centers Using the Model of the Governor's Coordinated Economic Relief Centers
- Appoint a High Level Coordinator for Workforce Development
- Develop a Broader Plan for Workforce Services Restructuring
- Reduce the Size of the Virginia Workforce Council
- Prepare an Annual Workforce Demand Plan
- Improve Accountability and;
- Streamline Administration and Improve Technology

WIA TITLE I-B RESULTS

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

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

Analysis:

PY2002 began with a continued awareness of the need for change within the workforce investment system. With the changes that occurred in Virginia, the new performance and accountability system mandated under the WIA provided unique challenges to the new workforce development system. The new system brought a need to re-educate the workforce investment system on the complexities of this new performance management system.

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

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

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

The existing data collection system does not have the capability to capture supplemental data. The WIA Division has developed processes for the local areas to capture supplemental data and provide it for inclusion in required Federal reports.

The measures negotiated by the VEC with the Region II office of the United States Department of Labor's Employment and Training Administration (USDOL/ETA) were higher than other State's within Region II. The use of JTPA data as a base for the PY 2000 performance cycle

provided some unique challenges: program emphasis was different, and the performance standards process took into consideration the socio-economic characteristics of individuals served by the program, as well as, the conditions within a local service delivery area.

For measures negotiated with the DOL, Virginia met or exceeded all seventeen standards. The younger youth skill attainment and younger youth high school diploma or equivalency rate were exceeded for PY 2002. In the remaining standards Virginia's performance can be viewed with potential for improvement in the future. Improved results are expected with the maturation of Virginia's workforce development system for the following measures:

- Younger Youth Retention Rate
- Older Youth Earnings Change in Six Months

Virginia performed at an average of 97-percent of the adult programs targets and 101-percent of the dislocated worker targets. Performance within the other segments of the program provided mixed results: older youth 102-percent of target, younger youth 127-percent of target, employer customer satisfaction 109-percent of target, and program participant customer satisfaction 106-percent of target. Attainment of all performance standards will provide opportunities for improvement in the future. Overall performance indicated improvement from PY 2000 to PY2002. Corrective actions to improve the older youth earnings change in 6 months and younger youth retention rate are currently being developed.

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

COST EFFECTIVENESS

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

The Commonwealth's 17 local workforce areas expended \$57.3 million on workforce investment services during PY 2002, serving 18,491 participants, at an average cost of \$4,628 as shown below.

Target Population	PY 2002 Participants	PY 2002 Expenditures	Cost per Participant
Adults	6,692	\$28,953,316	\$4,327
Dislocated Workers	6,028	\$20,638,272	\$3,424
Youth	5,771	\$35,983,810	\$6,235
Total	18,491	\$57,362,882	\$4,628

The services provided to each customer varies based on individual customer need and the needs and directions set by the LWIBs. In PY 2002, the possibility of funding rescissions may have brought about greater expenditures to address the possibility of funding losses. Needs

developed due to an increased number of layoffs, which would account for an increase in expenditures.

The youth programs show an increase in service to youth (both younger and older youth). It should be noted, that youth 18 to 21 years of age were served in both the adult and dislocated worker programs.

EVALUATION OF WORKFORCE DEVELOPMENT ACTIVITIES

Virginia went through significant changes from the JTPA program to the implementation of the WIA. Program evaluation is seen as critical to the evolution of quality programs. During PY 2000 the Commonwealth was not able to devote sufficient staff time to the development of evaluations that measure the impact of WIA funded employment and training programs. However, VEC has established a monitoring and evaluation system that involves gathering and analyzing information to evaluate services provided, identify strengths and weaknesses and propose improvements. Monitoring activities are conducted periodically to ensure that services comply with contractual agreements, WIB policies, WIA regulations and LWIA requirements.

TABLES

The following data tables represent the results of the WIA programs during PY 2002. Although the concept of an “annual report” encourages the reporting of performance and programmatic information for a 12-month period, the reality of the WIA reporting system expands the annual report time frame beyond the traditional model. Data presented in this report covers several reporting cycles and the changes that are expected in the continued transition between two major employment and training/workforce development legislative initiatives. The use of Unemployment Insurance data was a challenge for the system because of time lags in the availability of the data source and the application to a workforce investment program.

PY 2000 was viewed as a transition year, and the results are reflective of the issues related to moving from one program philosophy to another. Development of training and awareness opportunities should improve the performance relative to some of the standards that were problematic for Virginia and the 17 local workforce areas. PY 2002 presented the workforce investment system with additional challenges, the implementation of a new Web-based data collection system, the new performance measures and the impact they could have on the future of a local workforce area. Changing economic conditions further challenge the new workforce investment system. New and existing organizations were challenged by the need to establish local policies to meet a variety of issues that were seen as within the purview of “local control.”

Of the PY 2002 performance at the State level, Virginia met or exceeded 17 of the 17 negotiated or National levels of performance. Of the 289 standards at the local workforce investment area level, Virginia local workforce areas exceeded 206 or 71.3 percent of the total. LWIAs met 40 out of 289 or 13.8 percent of the total. The remaining standards fell below the 80 percent level. The youth retention rate measure was the most frequently missed performance measure. This is due, to the continued maturation of the follow-up system that provides a venue for collecting programmatic data that meets the requirement of this measure, as well as, the need to provide services to younger youth.

WIA Annual Report Data

State Name: VA

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	68	74.2	752	5,695	2,209	34
Employers	70	73.9	507	2,090	713	71.1

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	73.1	1,172
			1,603
Employment Retention Rate	84	80.2	1,258
			1,569
Earnings Change in Six Month	2,800	2,448	3,620,708
			1,479
Employment and Credential Rate	60	64.3	772
			1,200

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	67.8	160	72.6	69	69.1	65	73.8	59
		236		95		94		80
Employment Retention Rate	74.2	135	85.7	78	78.7	59	81.4	57
		182		91		75		70
Earnings Change in Six Months	2,997	509,566	3,259	273,733	3,057	220,093	2,162	138,350
		170		84		72		64
Employment and Credential Rate	55.1	65	51.7	45	55.6	30	63.9	23
		118		87		54		36

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	72.5	628	73.8	544
		866		737
Employment Retention Rate	80.3	724	80.1	534
		902		667
Earnings Change in Six Months	2,597	2,217,658	2,245	1,403,050
		854		625

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

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	79	79.2	1,339
			1,690
Employment Retention Rate	92	89.5	1,199
			1,339
Earnings Replacement in Six Months	94	97	14,749,361
			15,198,402
Employment and Credential Rate	51	64.5	722
			1,119

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	75.4	178	85.3	29	76.2	125	45.5	5
		236		34		164		11
Employment Retention Rate	92.7	165	96.6	28	85.6	107	80	4
		178		29		125		5
Earnings Replacement Rate	101.4	2,421,997	127.8	406,343	81.3	1,152,743	155.8	30,703
		2,387,805		317,868		1,418,182		19,705
Employment And Credential Rate	61.2	101	62.1	18	62.1	64	0	0
		165		29		103		3

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	80.2	897	77.4
1,119			571	
Employment Retention Rate	90.2	809	88.2	390
		897		442
Earnings Replacement Rate	104.4	9,891,154	84.9	4,858,207
		9,474,942		5,723,460

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	82	75.6	259
			155
Earnings Change in Six Months	1,564	2,190	435,904
			199
Credential Rate	51	53.3	171
			321

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	75	33	0	0	62.9	22	63.6	131
		44		1		35		206
Employment Retention Rate	67.6	23	0	0	80.8	21	74.1	123
		34		1		26		166
Earnings Change in Six Months	1,869	61,664	0	0	1,962	51,024	2,139	344,387
		33		1		26		161
Credential Rate	54.2	26	50	1	50	22	51.4	133
		48		2		44		259

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	74	97	2,203
			2,271
Diploma or Equivalent Attainment Rate	57	100	1,103
			1,103
Retention Rate	54	46.8	399
			852

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	98.8	327	97.8	809	98.3
331			827		292	
Diploma or Equivalent Attainment Rate	100	138	100	340	100	242
		138		340		242
Retention Rate	37.4	43	43.3	129	55.9	113
		115		298		202

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	70.2	562	2,621	1,994,592	0	0	3,874	4,520,486	40.6
801			761		1,172		1,167		32	
Dislocated Workers	82.7	810	106.8	10,364,577	0.1	1	6,287	8,418,494	66.9	99
		979		9,703,699		1,339		1,339		148
Older Youth	70.4	69	1,831	173,932	0.6	1	1,890	311,798		
		98		95		165		165		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	6,692	3,495
Dislocated Workers	6,028	2,532
Older Youth	1,015	477
Younger Youth	4,756	1,726

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$28,953,316.00
Local Dislocated Workers		\$20,638,272.00
Local Youth		\$35,983,810.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$6,932,423.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$8,718,690.00
Statewide Allowable Activities 134 (a) (3)	Capacity Bldg & TA	\$2,035,455.00
	Research & Demonstration	\$241,679.00
	Dsiplaced Homemaker	\$3,547,639.00
	Other-VA Skill Centers	\$1,405,531.00
	Incumbent Worker Tng	\$762,325.00
Total of All Federal Spending Listed Above		\$109,219,140.00

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southwest Virginia Workforce Investment Board 1	Total Participants Served	Adults	984
		Dislocated Workers	389
		Older Youth	139
		Younger Youth	715
	Total Exiters	Adults	570
		Dislocated Workers	193
		Older Youth	67
		Younger Youth	324

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	52	76.6
	Employers	52	80.4
Entered Employment Rate	Adults	64	53.3
	Dislocated Workers	76	70.1
	Older Youth	65	50
Retention Rate	Adults	76	81
	Dislocated Workers	84	86.5
	Older Youth	78	83.3
	Younger Youth	52	55.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	4,254
	Dislocated Workers	88	117.6
	Older Youth (\$)	1,600	3,608
Credential / Diploma Rate	Adults	52	62.5
	Dislocated Workers	52	66.1
	Older Youth	50	43.6
	Younger Youth	52	100
Skill Attainment Rate	Younger Youth	72	99
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: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: New River/Mt. Rogers WIB 2	Total Participants Served	Adults	510
		Dislocated Workers	431
		Older Youth	114
		Younger Youth	426
	Total Exiters	Adults	261
		Dislocated Workers	195
		Older Youth	41
		Younger Youth	213

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	77.5	
	Employers	66	74.9	
Entered Employment Rate	Adults	70	78.7	
	Dislocated Workers	75	84.7	
	Older Youth	63	68.6	
Retention Rate	Adults	78	75.1	
	Dislocated Workers	78	94.2	
	Older Youth	76	58.6	
	Younger Youth	53	49.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,100	2,177	
	Dislocated Workers	88	99.5	
	Older Youth (\$)	1,500	1,491	
Credential / Diploma Rate	Adults	60	76.1	
	Dislocated Workers	60	84.1	
	Older Youth	51	40.5	
	Younger Youth	55	100	
Skill Attainment Rate	Younger Youth	71	99.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	12

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Western Virginia Workforce Development Board 3	Total Participants Served	Adults	170
		Dislocated Workers	283
		Older Youth	19
		Younger Youth	199
	Total Exiters	Adults	108
		Dislocated Workers	73
		Older Youth	10
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	71	
	Employers	68	72.9	
Entered Employment Rate	Adults	74	87.1	
	Dislocated Workers	79	91.8	
	Older Youth	66	0	
Retention Rate	Adults	80	93.5	
	Dislocated Workers	92	91.8	
	Older Youth	77	100	
	Younger Youth	56	42.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,730	5,709	
	Dislocated Workers	92	110.6	
	Older Youth (\$)	2,430	4,073	
Credential / Diploma Rate	Adults	62	72.1	
	Dislocated Workers	62	86.2	
	Older Youth	51	16.7	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	13

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Shenandoah Valley Workforce Investment Board 4	Total Participants Served	Adults	239
		Dislocated Workers	328
		Older Youth	27
		Younger Youth	254
	Total Exiters	Adults	117
		Dislocated Workers	176
		Older Youth	13
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	73	
	Employers	68	69.3	
Entered Employment Rate	Adults	74	86.5	
	Dislocated Workers	79	90.4	
	Older Youth	66	88.9	
Retention Rate	Adults	80	85.2	
	Dislocated Workers	92	89.4	
	Older Youth	77	75	
	Younger Youth	56	42.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,730	1,803	
	Dislocated Workers	92	88.7	
	Older Youth (\$)	2,430	153	
Credential / Diploma Rate	Adults	62	66.7	
	Dislocated Workers	62	78.2	
	Older Youth	51	80	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	13

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northern Shenandoah Valley 5	Total Participants Served	Adults	284
		Dislocated Workers	284
		Older Youth	6
		Younger Youth	73
	Total Exiters	Adults	178
		Dislocated Workers	181
		Older Youth	4
		Younger Youth	43

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	68.6	
	Employers	68	67.5	
Entered Employment Rate	Adults	74	33.3	
	Dislocated Workers	79	58.3	
	Older Youth	65	100	
Retention Rate	Adults	80	100	
	Dislocated Workers	87	100	
	Older Youth	77	100	
	Younger Youth	56	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	5,066	
	Dislocated Workers	87	185.1	
	Older Youth (\$)	1,600	76	
Credential / Diploma Rate	Adults	52	25	
	Dislocated Workers	52	20	
	Older Youth	52	100	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	2	9

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Today 6	Total Participants Served	Adults	93
		Dislocated Workers	576
		Older Youth	24
		Younger Youth	99
	Total Exiters	Adults	7
		Dislocated Workers	127
		Older Youth	9
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	70.8	
	Employers	68	70.4	
Entered Employment Rate	Adults	74	45.5	
	Dislocated Workers	79	82.2	
	Older Youth	67	80	
Retention Rate	Adults	84	72.7	
	Dislocated Workers	92	89.2	
	Older Youth	82	100	
	Younger Youth	58	37.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	1,904	
	Dislocated Workers	94	68.4	
	Older Youth (\$)	2,500	3,010	
Credential / Diploma Rate	Adults	62	0	
	Dislocated Workers	62	9.1	
	Older Youth	52	57.1	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	76.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	2	9

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Region 2000 Workforce Investment Board 7	Total Participants Served	Adults	70
		Dislocated Workers	79
		Older Youth	16
		Younger Youth	137
	Total Exiters	Adults	45
		Dislocated Workers	28
		Older Youth	0
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	64.5	
	Employers	68	78.9	
Entered Employment Rate	Adults	74	40	
	Dislocated Workers	79	50	
	Older Youth	67	100	
Retention Rate	Adults	84	90.9	
	Dislocated Workers	82	85	
	Older Youth	82	100	
	Younger Youth	56	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	-577	
	Dislocated Workers	94	61.3	
	Older Youth (\$)	2,500	2,271	
Credential / Diploma Rate	Adults	62	33.3	
	Dislocated Workers	61	7.1	
	Older Youth	52	0	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	0	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		9	2	6

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: South Central Workforce Investment Board 8	Total Participants Served	Adults	580
		Dislocated Workers	737
		Older Youth	70
		Younger Youth	210
	Total Exiters	Adults	230
		Dislocated Workers	240
		Older Youth	16
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	66	73.1	
	Employers	65	72	
Entered Employment Rate	Adults	68	65.7	
	Dislocated Workers	75	78.9	
	Older Youth	62	75	
Retention Rate	Adults	76	80.4	
	Dislocated Workers	85	83.5	
	Older Youth	75	100	
	Younger Youth	49	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,400	1,203	
	Dislocated Workers	86	87.7	
	Older Youth (\$)	2,275	4,792	
Credential / Diploma Rate	Adults	58	63.5	
	Dislocated Workers	57	76.3	
	Older Youth	48	75	
	Younger Youth	52	100	
Skill Attainment Rate	Younger Youth	66	75.3	
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: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Capital Area Consortuim 9	Total Participants Served	Adults	152
		Dislocated Workers	238
		Older Youth	22
		Younger Youth	35
	Total Exiters	Adults	51
		Dislocated Workers	86
		Older Youth	11
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	56	75.4
	Employers	54	65.8
Entered Employment Rate	Adults	59	72.7
	Dislocated Workers	63	83.1
	Older Youth	43	0
Retention Rate	Adults	54	92.3
	Dislocated Workers	59	83.7
	Older Youth	53	0
	Younger Youth	45	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,792	4,859
	Dislocated Workers	60	62.7
	Older Youth (\$)	1,600	0
Credential / Diploma Rate	Adults	50	70
	Dislocated Workers	50	83.3
	Older Youth	42	0
	Younger Youth	46	100
Skill Attainment Rate	Younger Youth	59	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	0	13

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Richmond City Workforce Investment Board 10	Total Participants Served	Adults	200
		Dislocated Workers	173
		Older Youth	97
		Younger Youth	131
	Total Exiters	Adults	108
		Dislocated Workers	79
		Older Youth	41
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	63	
	Employers	68	65.2	
Entered Employment Rate	Adults	74	90	
	Dislocated Workers	79	89.1	
	Older Youth	67	90.9	
Retention Rate	Adults	84	88.5	
	Dislocated Workers	92	87.8	
	Older Youth	82	81.8	
	Younger Youth	56	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	3,769	
	Dislocated Workers	94	87.6	
	Older Youth (\$)	2,500	2,405	
Credential / Diploma Rate	Adults	62	90.3	
	Dislocated Workers	62	84.6	
	Older Youth	52	66.7	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	74	95.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	12

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northern Virginia Workforce Investment Board 11	Total Participants Served	Adults	401
		Dislocated Workers	464
		Older Youth	53
		Younger Youth	249
	Total Exiters	Adults	241
		Dislocated Workers	238
		Older Youth	24
		Younger Youth	87

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	50	72.5
	Employers	49	52
Entered Employment Rate	Adults	53	78.9
	Dislocated Workers	57	68.5
	Older Youth	48	80
Retention Rate	Adults	60	76
	Dislocated Workers	66	85.5
	Older Youth	59	63.9
	Younger Youth	40	44
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,016	2,307
	Dislocated Workers	68	96.8
	Older Youth (\$)	1,800	1,813
Credential / Diploma Rate	Adults	45	64.3
	Dislocated Workers	45	86.1
	Older Youth	37	62.5
	Younger Youth	41	100
Skill Attainment Rate	Younger Youth	53	96.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Alexandria/Arlington Workforce Investment Board 12	Total Participants Served	Adults	333
		Dislocated Workers	260
		Older Youth	32
		Younger Youth	67
	Total Exiters	Adults	221
		Dislocated Workers	163
		Older Youth	11
		Younger Youth	12

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	56	71.3	
	Employers	54	66.8	
Entered Employment Rate	Adults	59	79.2	
	Dislocated Workers	63	77.6	
	Older Youth	54	57.1	
Retention Rate	Adults	67	86.4	
	Dislocated Workers	74	89.4	
	Older Youth	66	75	
	Younger Youth	74	63.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	4,215	
	Dislocated Workers	75	110.3	
	Older Youth (\$)	2,040	1,873	
Credential / Diploma Rate	Adults	50	74.1	
	Dislocated Workers	50	77.3	
	Older Youth	42	57.1	
	Younger Youth	46	100	
Skill Attainment Rate	Younger Youth	59	100	
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: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Bay Consortium Workforce Investment Board, Inc. 13	Total Participants Served	Adults	470
		Dislocated Workers	241
		Older Youth	65
		Younger Youth	261
	Total Exiters	Adults	224
		Dislocated Workers	103
		Older Youth	43
		Younger Youth	121

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	80.7
	Employers	67	72.8
Entered Employment Rate	Adults	74	73.5
	Dislocated Workers	79	84.7
	Older Youth	70	67.9
Retention Rate	Adults	82	86.6
	Dislocated Workers	89	91.4
	Older Youth	80	78.6
	Younger Youth	54	69.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,500	1,365
	Dislocated Workers	89	100.9
	Older Youth (\$)	2,300	2,676
Credential / Diploma Rate	Adults	52	70.7
	Dislocated Workers	52	85.4
	Older Youth	52	62.8
	Younger Youth	55	100
Skill Attainment Rate	Younger Youth	73	98.3
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: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Greater Peninsula Workforce Investment Board 14	Total Participants Served	Adults	249
		Dislocated Workers	389
		Older Youth	97
		Younger Youth	395
	Total Exiters	Adults	168
		Dislocated Workers	272
		Older Youth	75
		Younger Youth	159

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	70.6
	Employers	60	70.7
Entered Employment Rate	Adults	66	72.7
	Dislocated Workers	75	86.4
	Older Youth	59	52.4
Retention Rate	Adults	69	63.3
	Dislocated Workers	79	88.9
	Older Youth	70	85.7
	Younger Youth	46	66
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	832
	Dislocated Workers	82	77.7
	Older Youth (\$)	1,800	1,659
Credential / Diploma Rate	Adults	50	59.4
	Dislocated Workers	50	49.5
	Older Youth	45	54.2
	Younger Youth	46	100
Skill Attainment Rate	Younger Youth	66	97.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	5	11

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Crater Region Workforce Investment Board 15	Total Participants Served	Adults	183
		Dislocated Workers	50
		Older Youth	39
		Younger Youth	203
	Total Exiters	Adults	90
		Dislocated Workers	28
		Older Youth	28
		Younger Youth	93

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	59	79.4
	Employers	57	77.5
Entered Employment Rate	Adults	62	69.7
	Dislocated Workers	70	93.8
	Older Youth	58	52.2
Retention Rate	Adults	71	75
	Dislocated Workers	74	86.7
	Older Youth	74	69.2
	Younger Youth	48	63.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,165	2,667
	Dislocated Workers	82	106.6
	Older Youth (\$)	1,915	1,650
Credential / Diploma Rate	Adults	52	59.1
	Dislocated Workers	52	87.5
	Older Youth	44	42.3
	Younger Youth	48	100
Skill Attainment Rate	Younger Youth	62	73.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	14

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Hampton Roads Workforce Development Board 16	Total Participants Served	Adults	786
		Dislocated Workers	337
		Older Youth	126
		Younger Youth	855
	Total Exiters	Adults	578
		Dislocated Workers	261
		Older Youth	73
		Younger Youth	276

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	62	74.7
	Employers	62	74.4
Entered Employment Rate	Adults	69	71
	Dislocated Workers	75	72.4
	Older Youth	61	66.1
Retention Rate	Adults	72	77
	Dislocated Workers	79	92
	Older Youth	74	78.6
	Younger Youth	52	21.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,350	1,924
	Dislocated Workers	86	119.7
	Older Youth (\$)	1,923	2,327
Credential / Diploma Rate	Adults	61	55.5
	Dislocated Workers	61	40.3
	Older Youth	52	58.4
	Younger Youth	52	100
Skill Attainment Rate	Younger Youth	70	83.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	12

WIA Annual Report Data

State Name: VA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: West Piedmont Workforce Investment Board 17	Total Participants Served	Adults	988
		Dislocated Workers	769
		Older Youth	69
		Younger Youth	447
	Total Exiters	Adults	298
		Dislocated Workers	89
		Older Youth	11
		Younger Youth	113

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	56	73	
	Employers	54	78.4	
Entered Employment Rate	Adults	59	67.7	
	Dislocated Workers	63	77.1	
	Older Youth	54	50	
Retention Rate	Adults	67	64	
	Dislocated Workers	74	92.6	
	Older Youth	66	33.3	
	Younger Youth	45	21.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,240	1,559	
	Dislocated Workers	75	130.7	
	Older Youth (\$)	2,000	766	
Credential / Diploma Rate	Adults	50	64	
	Dislocated Workers	50	38.2	
	Older Youth	42	33.3	
	Younger Youth	46	100	
Skill Attainment Rate	Younger Youth	59	98.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	2	9