

December 1, 2003

Honorable Elaine Chao
U.S. Department of Labor
200 Constitution Avenue
Washington, D.C. 20310

Dear Secretary Chao:

We are pleased to submit the attached State of Alabama Program Year (PY) 2002 Workforce Investment Act (WIA) Annual Report. This Report contains the Alabama PY 2002 WIA program performance data required under USDOL Training and Guidance Letter No. 14-00, Attachment G. Additionally, this Report details other WIA activities conducted in Alabama during PY 2002.

Considerable progress has been made in Alabama's Career Center System during Alabama's third full year of WIA workforce development operations. We are confident that PY 2003 will mark the continued advancement of Alabama WIA programs, and that WIA will continue its active participation in Alabama's economic growth.

Please direct any questions regarding the Alabama Workforce Investment Act PY 2002 Annual Report to John Harrison at (334) 242 - 8672.

Sincerely,

John D. Harrison
Director

STATE OF ALABAMA

PROGRAM YEAR 2002

WORKFORCE INVESTMENT ACT, TITLE IB

ANNUAL REPORT to the SECRETARY of LABOR

DECEMBER 1, 2003

Prepared in Accordance with WIA Sections 136(d)(1), 185(d) Specifications

Table of Contents

OVERVIEW	1
Alabama: An Economic Profile	2
The Workforce Investment Partnership	4
Workforce Investment Boards	5
State-Level Coordination	6
Alabama Career Center System	8
Workforce Investment Activity Resource Allocation	13
PY 2002 Programs	15
WIA Section 136(e) Process Evaluations	21
A Look Ahead	22
PY 2002 WIA Program Activity Summary	24
PY 2002 Customer Satisfaction, Other Required Information	29
PY 2002 Special Population Outcomes	30
PY 2002 Other Outcome Information Summary	32
WIA Costs Relative to Effect	33
PY 2002 WIA Participant Characteristics	36
PY 2002 Cost of Program Activities	37
Participant Success Stories	43
Attachments:	45
A) PY 2002/FY 2003 Statewide WIA Planning Allocations	1
B) Statewide Monthly One-Stop Customers	5
C) State-level PY 2002 Performance Incentive Analysis	6

State Workforce Investment Board
(as of June 30, 2003)

Governor Bob Riley

Members of the Legislature

Senator Jimmy Holley
Representative Lucy Baker
Representative Terry Spicer
Representative Elwyn Thomas

Organized Labor

D. Stewart Burkhalter, *Alabama AFL-CIO*
Sammy Dodson, *Operating Engineers*
Danny Price, *Plumbers and Pipefitters*
Homer Wilson, *United Steelworkers*

Youth - Oriented Organizations

Mickey Humphries, *Department of Education*

Education Representatives

Mary Jane Caylor, *State Board of Education*
Sara Dennis, *Hoover City Schools*
Larry McCoy, *Shoals Community College, Past President*
Judy Merritt, *Jefferson State Community College*
Malcolm Portera, *University of Alabama System*
Howell Register, *Houston County Adult Education*

WIA Partner Representatives

Ed Castile, *Alabama Industrial Development Training*
Irene Collins, *Department of Senior Services*
Bill Fuller, *Department of Human Resources*
John Harrison, *Department of Economic and Community Affairs*
Roy Johnson, *Department of Postsecondary Education*
Phyllis Kennedy, *Department of Industrial Relations*
Ed Richardson, *Department of Education*
Steve Shivers, *Department of Rehabilitation Services*

Economic Development Representatives

John Hansen, *Economic Development Association of Alabama*
Robert Montjoy, *Auburn University Economic Development Institute*
Tucson Roberts, *Covington County Economic Development Association*
Ted Von Cannon, *Metropolitan Development Board*

Local Area Chief Elected Officials

Samuel Jones, *Mobile County Commission*
Quitman Mitchell, *Mayor of Bessemer*

Community-Based Organizations

Elaine Jackson, *Birmingham Urban League*
E. J. Lowery, *Abundant Life Ministerial Associates*

Private Sector Representatives

Tim Alford, *Impact Consulting*
William Barber, *Alabama Gas Corporation*
Fred Blackwell, *Michelin North America*
James Brooks, *Phifer Wire Products*
Russell Brown, *DP Associates*
Stan Chavis, *Stan Chavis Insurance*
J. Ab Conner, *Connor Brothers Construction*
Gary Cooper, *Commonwealth National Bank*
Bobby Dees, *Dees Consultants*
Roy Drinkard, *Drinkard Development*
Bob Gaines, *Gulf Coast Charters*
Don Heath, *Goodyear Rubber (retired)*
C. Dwight Jennings, *Jennings Outdoor Advertising*
Billy Jones, *Englewood Health Care Center*
Jimmy Junkins, *Meyer Real Estate*
James Lee, *Alabama Electrical Cooperative*
Charles McDonald, *Alabama Retail Association*
Morris Meadow, *self-employed*
William O'Connor, *Business Council of Alabama*
Matt Parker, *Dothan Area Chamber of Commerce*
Don Pfeiffer, *TEKSID Aluminum Components*
Sandra Ray, *Hall-Ray Realty*
Mike Reynolds, *BroadSouth Communications*

Private Sector Representatives (cont'd)

Van Richey, *American Cast Iron*
Pete Ritch, *ADTRAN, Inc.*
Rickey Robinson, *Robinson Foundry*
Barry Singletary, *Sony Magnetic Products*
Craig Smith, *Harden Manufacturing*
Sherman Suitts, *Vulcan Materials*
William Swinford, *Cheaha Construction*
William Taylor, *Mercedes Benz US International*
Kenneth J. Tucker, *Boeing Company, State Board Chairman*
Pete Turnham, *Alabama Contract Sales*
Roland Vaughan, *Sherlock, Smith, & Adams*
Charley Warren, *Ft. James Paper Company*
Bruce Windham, *Drummond Company*

Other Representatives

David Bronner, *Retirement Systems of Alabama*
Barbara Crozier, *Governor's Office on Disability*
Paul Hubbert, *Alabama Education Association*

OVERVIEW

Alabama's Career Center System, a Statewide network of One-Stop Centers, is the principal medium through which these Statewide, seamless workforce delivery services are effected. The Career Center System provides a single, convenient service outlet through which employees/employers are provided the opportunity to obtain needed workforce development assistance. Alabama's Career Center System customers clearly continue to benefit from the Centers' centralized focus on customer satisfaction. Moreover, the emerging spirit of interagency coordination which has come to characterize the Career Centers has helped provide employers statewide with a steady flow of quality employees.

The Workforce Investment Act (WIA) in Alabama is moving ahead. The several State agencies which actively partner in WIA services delivery continue their movement toward full achievement of a seamless employee/employer needs-focused, streamlined workforce development delivery system. This Annual Report documents Alabama's record of achievement in its third full year under WIA.

Toward this end, the Alabama workforce development system has fashioned new and innovative strategies for providing customers with the services they seek, thereby answering the challenge presented by WIA mandates. During Program Year 2002, newly appointed WIA local area youth councils continued with the design and implementation of specifically-targeted youth workforce development programs. WIA Adult and Dislocated Worker program development has similarly progressed. Individual Training Accounts have emerged as the primary delivery vehicle for Adult and Dislocated Worker participant training services.

PY 2002 Dislocated Worker program growth was spurred by accelerated layoffs in a number of industries across the State. The State Rapid Response team significantly expanded its operational presence in response to this heightened worker dislocation activity.

An Incumbent Worker training program was successfully launched. This program, which has been very well received, provides targeted employers with funding assistance to enable the provision of occupational skills training upgrades to their employees. Such employee skill upgrades are often critical to the affected employers continuing competitive viability.

Functional relationships between the Workforce Investment Boards and the various workforce development partners have become more firmly established. Board members and staff continue to explore new ways to fulfill the mandates of the Workforce Investment Act.

Alabama: An Economic Profile

The trend in Alabama employment towards the services industry and away from the goods - producing industry is not unlike that seen in the rest of the nation. The services sector should account for about 85 percent of all new jobs within Alabama in the coming years. About 70 percent of the “services” segment job growth is expected to be in the business, health, and education areas. The largest numbers of new jobs will be found in the health care services sector. High technology fields are expected to evidence the fastest job growth within the broader services category. In particular, computer and data processing services employment is projected to increase by 108 percent in the near term.

Overall, Alabama’s economy is expected to grow 2.8 percent in 2003. Gross State Product, the value of total good and services, should reach \$121.4 billion.

Five of the State’s metro areas (Huntsville/Madison County, Birmingham/Jefferson County, Tuscaloosa/Tuscaloosa County, Mobile/Mobile County, and Dothan/Houston County) exhibited positive job growth during Program Year 2002.

A nationwide economic decline notwithstanding, consumer spending has been strong in recent years. Despite the weakness in apparel and accessory retail employment, there has been a steady growth in retail jobs throughout the State.

Industry job growth trends are strongly linked with the associated demand for goods and services produced by those industries. Steady advances in automation, a movement which itself stems from advancing wage costs, has sharply reduced or entirely eliminated many of the entry-level manufacturing jobs formerly characteristic of this sector.

Alabama’s booming automotive production industry is becoming increasingly capital intensive. Mercedes, Toyota, Honda, and Hyundai manufacturing facilities are more and more automated, and thereby less labor-intensive. As a result, goods-producing activities, for example, manufacturing, continue to account for a smaller and smaller share of the total employment picture. Statistically, manufacturing employment nationwide dropped from 26 percent of the workforce in 1969 to 15 percent in 1996. Over this same time frame, employment in the less capital-intensive services/retail trade sector rose from 21 percent in 1969 to 36 percent in 1996. These observations lend further credence to projections that a greater number of future employment opportunities will be found in the services sector than in the manufacturing sector.

Manufacturing facilities are likely to become even more capital-intensive. There will be increased levels of production, but with fewer workers. The “new” technology behind heightened levels of worker efficiency has been in abundance. To this extent, measured output per hour in the nonfarm business sector has increased by six percent.

Recent job growth trends associated with North Alabama's high-technology corridor seem poised to continue into the future. This particular growth trend encompasses both the services and the technology/goods - producing sectors. Redstone Arsenal contractors (Huntsville) have recently announced plans to expand their facilities, which will result in an expanded number of high-skill, high-wage jobs. Services employment, particularly in Redstone Arsenal - related and support industries, should also see continued growth. The Port of Mobile, acknowledged as the finest natural harbor on the Gulf Coast, has recently announced plans for new canister construction activity, increasing both import and export capacity..

East Alabama remains a setting for intensified economic activity. Several manufacturing and services firms, many with direct ties to Montgomery County - based Hyundai production facilities, have relocated to the Auburn-Opelika corridor. Plans are underway to greatly expand several West Alabama transportation arteries, enhancing the prospects for greater economic prosperity.

A good mix of businesses is at the heart of economic stability. Such a blending of larger and smaller employers, of cutting edge, high-tech employment opportunities, together with more functional, lesser skilled job growth, helps ensure that there will be labor market demand sufficient to appropriately engage the full spectrum of labor force applicants.

Information-based, high technology service industries principally drive both the Alabama and national economies. A necessary precursor to attracting the new industry and accompanying employment opportunities associated with this growth will lie in the State's efforts to develop a highly trained, educated, versatile work force, and in effectively communicating that availability to potential employers.

Total Alabama employment is forecast to increase by one percent in 2003.

Source: The University of Alabama Center for Business and Economic Research

The Workforce Investment Partnership

Workforce Investment Act, Title I, provides for the delivery of a wide array of skill training, job placement, educational, and other workforce development services to both job seekers and employers through Alabama's Career Center System. These Career Centers serve as employee/employer gateways to a broad array of workforce development services and resources. Many of these services are available at the Career Center physical location. Other services are made available through various other agencies, both directly and indirectly affiliated with the One-Stop network.

This network is designed to provide maximal convenience for both job seeker and employer customers; that is, with Alabama's Career Center System, job seekers and employers no longer are compelled to travel to numerous locations in order to obtain the services and information they want and need.

Workforce Investment Act funds are allocated to local areas within the State. These local areas, which are charged with administrative responsibility for Workforce Investment Act program operation, in turn make these funds available to the several Career Centers operating within their boundaries. Alabama currently has 61 Career Center System sites, including both comprehensive and satellite centers.

The State Workforce Investment Board issued a Career Center Operations Template in November, 2002. This template formalized guidance and minimum expectations for Alabama's Career Center System.

Groups targeted for WIA services include Adult (aged 22 years and over), Older Youth (aged 19 to 21 years), Younger Youth (aged 14 to 18 years), and Dislocated Workers (laid off, job lost due to plant closings). There is greater focus on providing Adults, Older Youth, and Dislocated Workers with skills leading directly to employment. With the Younger Youth, more attention is given to ensuring achievement of long-term educational milestones than to shorter-term employment opportunities.

Specific strategies to ease the transition of Dislocated Workers from unemployment to reemployment have been developed. These efforts include establishment of a Dislocated Worker Rapid Response Team, which directly conveys information of available workforce development services to affected dislocated workers, and, further, advises these workers regarding other available support services for which they may be eligible. Such other services include health insurance program information and information on possible ways to protect pension funds.

Alabama has on several occasions applied for National Emergency Grant funds to provide additional services to dislocated workers. Partial grant funding has been received on most of these occasions.

Workforce Investment Boards

Workforce Investment Boards created under Section 111 of the Workforce Investment Act are responsible for the design, implementation, and ongoing operation of state-level/substate-level workforce development programs and activities. In order to better ensure that membership on the Boards is reasonably representative of the various public and private sector principals actively engaged in local area workforce development, the legislation requires that the structuring of Boards correspond to fairly specific membership composition criteria. Alabama has three local workforce investment areas:

- . The Alabama Workforce Investment Area (65 of 67 Alabama counties)
- . Jefferson County Workforce Investment Area
- . Mobile County Workforce Investment Area

Members of the State Workforce Investment Board are appointed by the Governor. Local Board members are appointed by each local area's designated chief local elected official. The Governor is the Chief Local Elected Official for the Alabama Workforce Investment Area, the sixty-five county balance-of-state local area.

The State Board, which seeks to actively promote ongoing, cohesive, and mutually reinforcing working relationships among the several workforce development partner agency "stakeholders", is at the center of statewide interagency workforce development coordination efforts.

The functional breadth of State Board membership affords a commensurate perspective on the overall Statewide Workforce Development System. Similarly, local boards' primary focus is toward their local workforce investment area's specific workforce development system. State and Local Boards seek to safeguard against giving a disproportionate amount of time and attention to any one program under their purview, such as WIA title I Adult, Youth, or Dislocated Worker operations, lest they lose an appropriate perspective on the overall State/local area system they are charged to oversee.

State and Local Workforce Investment Boards are the operational settings for much of the Workforce Investment Act - mandated coordination activities described in the following pages.

State - Level Coordination

The State agencies partnering with the Alabama Department of Economic and Community Affairs Workforce Development Division in Workforce Investment Act functions include:

Primary partners:

Department of Economic & Community Affairs	Department of Industrial Relations
-Welfare-to-Work Program	- Unemployment Compensation
-School-to-Career Program	- Employment Service
-Migrant Seasonal Farmworkers	- Labor Market Information
-State-level WIA Programs	-Trade Adjustment Assistance
- Local Area WIA Programs	
Department of (Secondary) Education	Department of Postsecondary Education
- Career/Technical Education	- 32 Career Link Centers (Three skills training consortia run local programs for the 65 county local area)
	- Two-Year Colleges System
.	-Adult Basic Education
Department of Rehabilitation Services	Department of Human Resources (JOBS/Welfare)

Secondary partners:

Department of Public Health	Alabama Development Office
Mental Health & Retardation	-Industrial Recruitment
Department of Senior Services	-Aid to Existing Industries
-Title V of the Older Americans Act	Department of Industrial Relations
USDOL Alabama Veterans' Office	Alabama Cooperative Extension Service
	Department of Veterans' Affairs

Specific interagency coordination activities include:

- ! A continuous exchange of customer information among: the Jefferson County, Mobile County, and Alabama (Balance-of-State) Local Workforce Investment Areas, the ADECA Workforce Development Division, Trade Act Programs, Employment Service/Unemployment Compensation/Labor Market Information Divisions, Postsecondary Education, Adult Education, and the Alabama Department of Rehabilitation Services. This data exchange better ensures case managers' continuing access to a broad range of locally available workforce development program and services information.
- ! Regular on site monitoring/assessment of the progress achieved by Workforce Investment Act program participants, from their date of application through post program follow-up, by Workforce Development Division Program Integrity Section staff. This action helps determine both the level and quality of the workforce development services provided to these individuals.
- ! Working together to implement the Career Center Operations Template.
- ! Each local area will take measures to ensure its service providers have resources adequate to ensure their ability to provide program applicants and/or participants with information regarding the full complement of available training/educational opportunities, support services, and other benefits to which they are entitled.
- ! The establishment by each local area of appropriate linkages, where feasible, with programs operated under the following legislation:
 - the Adult Education and Literacy Act.
 - the Carl D. Perkins Vocational and Technical Education Act of 1998.
 - Title IV, part F, of the Social Security Act.
 - the Food Stamps employment program.
 - the National Apprenticeship Act.
 - the Rehabilitation Act of 1973.
 - Title II, Chapter 2, of the Trade Act of 1974.
 - the Stewart B. McKinney Homeless Assistance Act.
 - the United States Housing Act of 1957.
 - the National Literacy Act of 1991.
 - the Head Start Act.
 - the Older Americans Act.
 - the Trade Act.
 - Labor Market Information/Employment Statistics

Alabama's Career Center System

Alabama's Career Center System works to consolidate the delivery of intake, assessment, case management, occupational/educational training referral, labor market information, job development, vocational rehabilitation, unemployment insurance information, veterans' programs, and other services presently offered to the eligible public through several different state agencies, into a single, localized, point of entry.



The Dothan Career Center

A central feature of each Career Center is the Resource Area, where workforce development service seekers may enjoy ready access to computerized databases of available educational, occupational training, supportive services, and other potential assets. This information resource may also provide employers with listings of available prospective employees possessing the skills and work experience these employers seek. Internet access is available for customers at all Alabama Career Center locations.

Individual job seekers who first require additional training in order to better pursue their vocational objectives may be provided with an individual training account, redeemable through any of several eligible training providers.

As referenced above, Alabama's comprehensive network of 61 Alabama Career Center System (one-stop) locations is the primary medium for delivery of Workforce Investment Act Title I Core/Intensive services to individuals eligible for and in need of these services. These centers are strategically located

throughout the State. Area employers may direct inquiries regarding the availability of appropriately skilled prospective employees to these local centers. Employers may also communicate their specific labor market skill needs to these centers.

Twenty-nine of the 61 Centers are termed “comprehensive centers”. These locations offer their “customers”, local area job-seekers and employers, a full array of one-stop services, to include information regarding Employment Service, Unemployment Compensation, Vocational Rehabilitation, and other one-stop partner program services for which they are eligible. Within the twenty-eight Comprehensive Centers, the several partner representatives are actually collocated. The remaining, “satellite” Career Centers are not full service offices, but they do provide many of the same employment assistance services, to include job information services and available resource information.

Career Center System service locations are spread throughout each of the State’s three WIA local workforce investment areas.

Each of the comprehensive and satellite Career Centers has negotiated cooperative agreements for on-site services delivery with local representatives of the several Workforce Investment Act stakeholder agencies. Specifically, these stakeholders include the local employment service, human resources (Temporary Assistance to Needy Families) agencies, Adult Education representatives, postsecondary education (two-year colleges), and vocational rehabilitation services.

Local employers are provided space to conduct employee interviews at most Alabama Career Center System locations. Additionally, case managers at many Alabama Career Center System sites provide job seekers and employers alike with additional assistance, as required, in order to better satisfy their workforce development needs.

A shared goal of Alabama Career Center System partner agencies is providing individuals the opportunity to access a wide variety of human resource/workforce development services at a single location. People should no longer have to go to numerous locations to receive needed workforce development services.

Area employers, with growing confidence in the quality of Alabama Career Center output, i.e., trained, competent workers, are channeling more and more of their recruitment activities through this network, thereby providing Workforce Investment Act program exiters with a greater array of employment opportunities.



Computers in a Career Center Resource Area

Ongoing local development of the Career Center System network should further reduce any incidence of services duplication or overlap among workforce development partner agencies. Such a reduction in services overlap should work to further ensure that Alabama’s Career Center System, through its comprehensive to effectively deliver workforce development services, will remain a proven, self-replenishing source of human resource talent.

The State Workforce Board-approved Career Center Operations Template will ensure a baseline of similarities at all Career Center locations, including the Career Center System logo, resource areas, children’s play area, partners, and others. The “brand recognition will help those who move from one area to another to be able to access workforce services.

Monthly career center tracking reports indicate **1,235,560** One-Stop customer “hits” were recorded during the PY 2002 reference period (July 1, 2002 - June 30, 2003).

Alabama Comprehensive Career Centers (29):

- | | | |
|----------------------|--------------------------|----------------------|
| 1) Alabaster | 12) Foley | 23) Pike Area (Troy) |
| 2) Albertville | 13) Fort Payne | 24) Russellville |
| 3) Bay Minette | 14) Gadsden | 25) St. Clair |
| 4) Birmingham | 15) Hamilton | 26) Scotsboro |
| 5) Cheaha (Anniston) | 16) Huntsville | 27) Shoals |
| 6) Cullman | 17) Jackson | 28) Talladega |
| 7) Decatur | 18) Lake Area (Eufaula) | 29) Walker |
| 8) Demopolis | 19) Lee County (Opelika) | |
| 9) Dothan | 20) Mobile | |
| 10) Enterprise | 21) Monroeville | |
| 11) Fayette | 22) Montgomery | |

Sites Projected as Alabama Comprehensive Career Centers (1):

1) Tuscaloosa

Alabama Satellite Career Centers (33):

- | | | |
|----------------------------|---------------------------|------------------------------|
| 1) Alexander City | 13) Butler | 25) Phoenix City |
| 2) Andalusia | 14) Centre | 26) Prattville |
| 3) Arab | 15) Clanton | 27) Roanoke |
| 4) Ashland | 16) Greenville | 28) Selma |
| 5) Athens | 17) Hamilton | 29) Stevenson |
| 6) Bessemer State | 18) Haleyville | 30) Sylacauga |
| 7) Birmingham Homewood | 19) Jefferson State | 31) Tuscaloosa |
| 8) Birmingham Midfield * | 20) Lanett | 32) Tuskegee |
| 9) Birmingham Trussville | 21) Lawson State | 33) Winfield (Marion County) |
| 10) Blountsville | 22) Livingston | |
| 11) Boaz (Marshall County) | 23) Marion (Perry County) | |
| 12) Brewton | 24) Oneonta | |

* - Scheduled to close in January 2004

School-to-Career Program

Since 1998, the Alabama School-to-Career Partnership System has grown to twenty-nine local partnerships, providing program services to students in all sixty-seven counties. As of June, 2003, over \$26.4 million of School-to-Career planning and implementation grant funds have been awarded to local partnerships.

The School-to-Career Program is a cooperative effort of Alabama public/private school systems, two and four-year colleges, local businesses and industries, Chambers of Commerce, and community-based organizations. The School-to-Career Partnership System works to foster a lasting cooperative relationship between schools and businesses.

School-to-Career is designed to make students aware of various career choices, to expose them to the world of work and to provide them the education, training, and skills development necessary for entry into each individual's career field of choice. Quality education, a major national concern, is vital to our economic development. The local School-to-Career partnership structure reflects the common belief that education is a shared responsibility.

Local School-to-Career partnerships, now in their fifth year of operation, have as their common goal the assurance that ALL STUDENTS possess the knowledge, experience, and skills needed to make informed career choices.

Another School-to-Career endeavor, now in its third year of operation, is the Alabama Career Information Network, which promotes networking, coordination, cooperation, and collaboration among various youth, adult, dislocated worker, and incumbent worker training systems. This System yields a cohesive, web-based information product which provides users with relevant labor market data, including local employment statistics, wage data, and relevant career education information. A collaborative effort is being made to enhance both the quality and scope of Workforce Investment Act activities, utilizing Network funds to launch a unique training program, and exposing teachers and counselors to high-tech methods for accessing career information through the Internet.

Alabama has utilized School-To-Work Opportunity Act of 1994 funds to develop a statewide Youth Investment System, designed to help provide the youth emerging from Alabama's public and private education systems with the basic job skills demanded by employers across the State.

America's Service Locator/Toll-Free Help Line

The Department of Labor has developed an additional tool that facilitates job seekers' access to labor market information. This initiative is America's Service Locator/Toll-Free Help Line (ASL/TFHL). Those who have Internet access can readily learn where to obtain the workforce development services they seek. Those who do not have Internet access can obtain this information through the Network's Toll-Free Help Line.

The America's Service Locator (ASL) is a tool of America's Workforce Network. The America's Service Locator database is a wealth of information. America's Service Locator is an Internet resource designed to provide job seekers and employers with access to occupational, resume preparation, labor market, and training information. America's Service Locator is an Internet-based "front door" for customers seeking service information about the nearest One-Stop that actively provides the workforce development services they seek. America's Service Locator also directs system users to various other training sites.

The Toll-Free Help Line provides basic information regarding available dislocated worker services, to include unemployment insurance claims procedures, employer Worker Adjustment and Retraining Notification Act provisions, and local or regional adult/youth employment and training service providers. Additionally, Toll-Free Help Line operators provide callers with training providers' Internet addresses, and needed assistance in accessing relevant federal and state web sites.

These services help ensure that citizens have reasonably comprehensive awareness of and access to available workforce development services, consistent with the principles of the Workforce Investment Act. Both America's Workforce Network Toll-Free Help line and America's Service Locator provide the information necessary to connect workforce development system customers to State and local providers of these services. This partnership better ensures users access to a reliable telephone or Internet connection to information regarding America's Workforce Network services.

Workforce Investment Activity Resource Allocation

Funds are annually provided the State by the U.S. Department of Labor for the provision of Workforce Investment Act, title I, Adult, Youth, and Dislocated Worker programs. Additional Workforce Investment Act program funding is available from the Federal government in the form of National Emergency Grants.

The Workforce Investment Act provides that up to **fifteen percent** of the total Adult, Youth, and Dislocated Worker funds annually allotted the State may be reserved for state-level Workforce Investment Act State-level setaside activities, which include a) State-level program administration (**five percent**), b) providing local areas which demonstrate superior program performance with incentive grants or providing local areas needed technical assistance/capacity building services (**three percent**), c) activities directly and indirectly supporting the ongoing development and operation of the State's One-Stop system, d) activities supporting the compilation and statewide dissemination of listings of eligible providers of training services, e) evaluations of program development strategies which support continuous system improvement, and f) the development of a Statewide fiscal management system.

Additionally, up to **twenty-five percent** of Dislocated Worker funds may be reserved for the Statewide provision of mass layoff/employer dislocation rapid response services.

Of the **three percent** of Adult, Youth, and Dislocated Worker allotments reserved for local area incentives/capacity building, sixty-seven percent is designated for incentive awards, and thirty-three percent is set aside for statewide technical assistance/capacity building. The specific amounts of the local area's PY 2002 incentive awards/capacity building grants were determined by their final PY 2001 program performance.

PY 2002/FY 2003 Federal Allotment Levels

	Amount
State-Level Workforce Investment Activities	\$9,332,676
Statewide Rapid Response Activities	\$3,425,853
Local Area Adult Programs	\$15,705,632
Local Area Youth Programs	\$17,766,371
Local Area Dislocated Worker Programs	\$15,987,316
TOTAL	\$62,217,848

Additional specifics regarding Alabama PY 2002/FY 2003 Workforce Investment Act program funding levels are found at Annual Report Attachment A.

Annual Report Attachment C is the State-level PY 2002 Adult, Youth, Dislocated Worker, and Customer Satisfaction performance goal vs. actual performance information. This data indicates Alabama exceeded **fourteen** of fifteen PY 2002 program measures and **two** of two PY 2002 customer satisfaction measures.

Alabama PY 1996 - PY 2002 performance trend analysis charts, which are found in Annual Report Attachment D, contrast Adult, Dislocated Worker, Older Youth, and Younger Youth programs along common performance measures. This analysis indicates the apparent strengths of these programs relative to one another. As might be expected, it is apparent that Dislocated Worker program completers generally exhibit stronger employment and earnings levels than do their counterparts in the Adult and Older Youth programs. However, Adult employment credential attainment rates appear consistently above those of Dislocated Workers. Younger Youth outperform Older Youth in the credential attainment category as well.

This comparing and contrasting of participant performance trends better enables Workforce Investment Act program managers to analyze which programs are more effective for various segments of our clients.

PY 2002 Participants / Exiters (4th quarter - cumm.)

Three Local Area Summary:	Total Participants Served	Total Exiters	Positive Program Exits	Average Wage at Placement
Adults	3,490	886	402	\$9.73/hr.
Dislocated Workers	2,253	581	319	\$11.16/hr.
Older Youth	1,214	273	58	\$7.32/hr.
Younger Youth	3,995	1,144 *	3,729	\$6.45.
TOTAL	10,952	2,884	4,508	\$9.94/hr.

* - Several Younger Youth exit with multiple positive terminations.

Total Number of Youth Served: 5,182 (100.00%)
Out-of-School Youth: 2,361 (45.56%)
In-School Youth: 2,821 (54.44%)

PY 2002 Programs

Statewide Rapid Response Programs

! The ADECA Workforce Development Division, designated as Alabama's Dislocated Worker Unit, is responsible for coordinating WIA Dislocated Worker program services statewide. These responsibilities include development of Dislocated Worker program policy and delivery of Rapid Response services.

! The Dislocated Worker Service Coordinating Agency Information Network is comprised of representatives from the:

- ADECA Workforce Development Division
- ADECA Community Services Division
- Department of Industrial Relations
- Alabama Development Office
- Department of Postsecondary Education
- Department of Human Resources
- Alabama Department of Public Health
- Alabama Medicaid Agency
- Alabama Cooperative Extension Service
- Department of Mental Health and Mental Retardation
- Department of Senior Services
- Alabama Department of Labor
- Alabama Department of Rehabilitation Services
- Alabama Department of Education (Adult Education programs)

The planning, execution, and oversight of Network activities is closely coordinated with several Federal agencies, including the U.S. Department of Labor's Employment and Training Administration, Employee Benefits Security Administration, Employment Standards Administration, the U.S. Bankruptcy Court, and with small business and organized labor representatives.

The Dislocated Worker Unit Rapid Response Team is comprised of ADECA/Workforce Development Division Dislocated Worker specialists, appropriate Department of Industrial Relations staff, and, in situations where Rapid Response Team activities involve unionized companies, AFL-CIO Labor Institute for Training (L.I.F.T.) representatives. The Rapid Response Team generally receives advance notification of worker dislocation events, under requirements of the federal Worker Adjustment and Retraining Notification (WARN) Act. This advance notification better enables the Team's effective coordination of the several direct assistance and agency referral services provided to both employers and workers affected by such dislocation events (i.e., substantial layoffs or plant closings). The Rapid Response Team may also provide these services to employers and workers affected by smaller scale dislocation events, i.e., those not triggering WARN notification, but which are expected to have a substantial impact on the local community. These smaller scale dislocation events may come to the attention of Rapid Response Team staff through the news media, through contacts initiated by affected employers, through union representatives, or through various other state and local service agencies.

Activities of the Rapid Response Team fuel dislocated workers' awareness and utilization of the broad range of services and information, available through a variety of Federal, State, and local sources, to which they are entitled. The Team's overriding objective is to ease the trauma associated with job loss, and better enable dislocated workers' transition into today's workforce. Attempts are made to maximize each individuals' fullest potential.

A strong effort is made to appropriately tailor Rapid Response services to the unique circumstances and requirements associated with each individual dislocation event. On learning of an anticipated plant closing or substantial layoff, Rapid Response staff schedule on-site meetings with company management and labor representatives to discuss their available assistance options. After consultation with the appropriate Dislocated Worker Network partner representatives, joint employee - local service agency meetings are usually organized at the local employer's worksite. Where necessary, meetings may be held at union halls or other local area community centers.



Goodyear Dunlop Tire NA, Ltd. employees review information concerning programs, services and benefits, e.g. Unemployment Compensation Benefits, during a Rapid Response group employee meeting conducted on-site in the Huntsville, Alabama plant's Training Center.

During these meetings, affected workers are provided details regarding their eligibility for and the availability of retraining services, unemployment compensation benefits, job search and placement services, interviewing techniques instruction, health insurance continuance, pension benefits/counseling, entrepreneurial assistance, and more.

The following is a percentage breakout, by industry, of the number of workers affected by those plant closings and/or layoffs to which the Rapid Response Team provided assistance during PY 2002 (July 1, 2002 - June 30, 2003):

Manufacturing (Miscellaneous)	37%
Manufacturing (Apparel/Textile)	25%
Manufacturing (Lumber & Wood Products)	12%
Retail Trade.....	08%
Services	07%
Transportation & Communication	06%
Other	05%
 Total	 100%

Rapid Response records indicate approximately **8,613** workers throughout the State were impacted by the **82** dislocation events serviced by the Rapid Response Team during PY 2002.



Rapid Response Team and One-Stop Partner staff map out strategy.

Eligible Training Provider Listing

The Workforce Development Division (WDD) uses an Internet-based system to ensure that local “One-Stop” customers have appropriate comprehensive access to the State’s Eligible Training Provider Listing. This system requires a great deal of cooperation between WIA Title I One-Stop Partners and training providers. Alabama Career Center staff have been trained in the use of the Eligible Training Provider List.

USDOL has provided guidance regarding methods for the certification of four-year colleges, the gathering and reporting of performance information, re-certification of providers, and certification of out-of-state providers. A requested waiver of WIA Section 122 (c) subsequent training provider eligibility requirements has been granted by USDOL. The added local flexibility enabled by this waiver has proven invaluable to both local area and State-level training provider procurement staff.

Incumbent Worker Program

One of the allowable statewide workforce investment activities, authorized under Workforce Investment Act (WIA) Section 134(a)(3)(iv)(I), is incumbent worker training. This training may be funded from the state level 15 percent set aside.

Employers who demonstrate the need for their workers to receive skills training in order for that employer to remain competitive, and thereby better able to continue to offer these workers gainful employment, are candidates for Incumbent Worker Training grants. This program thus serves to help avoid worker layoffs, while simultaneously increasing workers’ earning potential through an upgrading of the workers’ skills. Successful training completion must be coupled with employer assurances of continued employee retention (layoff avoidance), and the workers’ expanded earning potential should support their greater economic self-sufficiency. Incumbent Worker funds must be matched by the employers on at least a dollar for dollar basis.

The WDD implemented a statewide incumbent worker program in September 2001. Approximately **\$904,234.50** was made available for incumbent worker program funding during PY 2002, and Incumbent Worker program services were provided to **881** individual workers through contracts with **eleven** different businesses. The Incumbent Worker program has enjoyed success, and has been credited with saving jobs from layoffs, as well as adding jobs in some companies. Information on the Incumbent Worker Training Program, including an employer application to express interest in the program, is available through the Alabama Career Center System.

Jobs for Alabama Graduates

Jobs for Alabama Graduates (JAG) programs provide WIA - eligible high school seniors with in-school career/technical awareness exposure, occupational/technical training, job readiness skills, basic educational skill reinforcement, and life planning learning opportunities. The PY 2002 Jobs for Alabama Graduates program provided services to **220** individuals.

Adult / Dislocated Worker Program Services

Individual Training Account (ITA)

The Individual Training Account (ITA) is the primary medium for Workforce Investment Act training services delivery. These specific agreements are for the extension of educational or occupational skill training services. Only training providers who have applied to and been placed on the Eligible Training Provider List may provide Individual Training Account services to Workforce Investment Act participants.

Prospective education and/or occupational training providers must meet specific criteria in order to initially obtain and subsequently retain Workforce Investment Act training provider status (see Eligible Training Provider List discussion).

Postsecondary education institutions which offer instruction leading to generally recognized certification in high-demand occupational skill areas, and other similar vocational instruction institutions, are among the training centers which may apply for inclusion on the Eligible Training Provider List.

On-the-Job Training

Reimbursement of up to fifty percent of participants' wages is made to the employers of WIA program participants as compensation for the extraordinary costs in additional time and attention necessary for the training of these employees, and in recognition of the generally lower initial levels of productivity associated with these trainees. A training period, not to exceed six months, is negotiated with the employer.

Stand-Alone Classroom Training (offered in sparsely populated areas, or for special-needs populations)

This program provides classroom instruction in areas such as truck driving, computer technology, automobile mechanics, welding, and child care to WIA-eligible adults/dislocated workers who reside in sparsely-populated areas of the State, that is, areas with limited access to approved Individual Training Account service providers.

Youth Program Services

Younger Youth (14 - 18) - Total Served: 3,706

Youth program services/activities include the following:

Assessment/Employability Plan Development

Younger youth receive individual assessment and vocational guidance services. Youth assessed to be in need of academic reinforcement, job readiness/workplace skills, world-of-work transition services, and other available services are directed to area providers of these services. Participants are provided intermediate to longer-term career planning services.

Basic Educational Skills Achievement

Classroom instruction is provided to both in-school and out-of-school youth aimed at reinforcing basic skills learning. Out-of-school youth are provided General Equivalency Degree (GED) examination preparation; in-school youth educational assistance is provided to encourage their remaining in school until graduation. Training sites include local two-year colleges, community centers, and/or other public or private facilities.

Summer Program/Work Experience

PY 2002 summer program/work experience program services were provided to **2,308** eligible youth. These programs afford participating youth with valuable learning opportunities, addressing, in part, individual work place responsibilities and employer/employee expectations.

Older Youth (19 - 21) - Total Served: 1,534

Academic / Basic Skills Reinforcement

Older youth are provided the supplemental academic exposure needed to foster their achievement of basic academic skills, up to and including provision of the specific learning skills leading to General Equivalency Degree certification.

Individual Referral Services

This is enrollment in area vocational or two-year college occupational skill training classes. Training is generally restricted to vocational/occupational fields with strong local labor market demand. Program participants are provided the appropriate supportive services to facilitate their remaining in their training programs. Participants receive job placement assistance upon completion of training/occupational skills certification.

WIA Section 136(e) Process Evaluations

Alabama continues its development of an ongoing, systematic approach to Workforce Investment Act process evaluation. The central objective of this effort is to identify which Workforce Investment Act Adult, Dislocated Worker, and/or Youth program services are most effective in spurring individual participant achievement of his or her workforce development goals. Additionally, process evaluations seeks to identify which Workforce Investment Act service or services seem most effective for the several identifiable demographic segments within each broader category of Workforce Investment Act participants - Adults, Dislocated Workers, and Youth.

A constraining factor inhibiting the timely execution of the several projected Alabama Workforce Investment Act process evaluations is the limited availability of actual, or real time, Workforce Investment Act program data. In order for these evaluations to have the greatest relevance to existing and future Alabama Workforce Investment Act programs, the studies must utilize actual program outcome data.

State-level evaluation studies already conducted include a longitudinal review of selected economic data series trends, aggregated at the local area and sub - local area level. This effort involved the plotting of actual and relative growth FY 1995 - FY 2002 civilian labor force, unemployment, unemployment insurance exhaustees, unemployment insurance beneficiaries, and mass layoff data, and contrasting these plotted trends at the intra-local area and inter-local area levels.

This exercise provides insight regarding local, regional, or State-level economic or demographic circumstances which might help explain any directional trends in local area-level or intra-local area- level economic indicators. There may or may not be potential for WIA program design innovations directly resulting from this and/or other evaluation study efforts.

Additionally, both absolute and proportional monthly customer traffic at all sixty-two One Stop Career Centers is tracked longitudinally to help identify any significant trends in the number of One-Stop customer “hits”. Where any such apparent trends are noted, further analysis may help suggest any causal factors behind such month-to-month variation, and this information, if verified, may enable One-Stop Career Center managers to better serve their ever - expanding customer base.

Specifics regarding this evaluation study are available upon request.

A Look Ahead

Alabama workforce development programs have achieved real progress. The Workforce Investment Act local areas have generally exceeded their respective employment and earnings performance goals. The State's welfare rolls have declined dramatically in recent years.

The fundamental goal of WIA is to provide a coordinated workforce development system to better enable individuals to maximize their employment and earning opportunities, while providing employers with the skilled work force they need to remain competitive in an increasingly competitive Statewide, National, and International marketplace for the goods and services they provide. Alabama's workforce development partnerships are very strong and growing.

Efforts are underway to further streamline the Workforce Development System through Reauthorization of the Workforce Investment Act, thereby enabling workforce development professionals to better serve their employer and employee clients, through the provision of improved and expanded workforce development services.

Nationwide implementation of the Workforce Investment Act Reauthorization should begin with Program Year 2004, July 1, 2004. Alabama has reviewed, with great interest, key provisions of the House-passed version of the Reauthorization Bill, H.R. 1261, and, pursuant to Workforce Investment Act Section 189(I)(4), has requested selected provisions of the still-current Act be waived in favor of these new, innovative measures. The first of these waiver requests has already received USDOL approval, and local program policies have been modified accordingly. Pending waiver requests involve the authority to provide Incumbent Worker Training at the local area-level, and utilize up to ten percent of local area funds in such training, the streamlining of Local Board and State Board membership requirements, and expanded local area Adult Program-Dislocated Worker program funds transfer authority.

We look forward to early Program Year 2003 implementation of the balance of these Workforce Investment Act waiver requests.

Alabama WIA Waiver Request Activity

Waiver Request	Action	Date of USDOL Action
Request for flexibility to set rules at State rather than Federal level.	Waiver request presented to State Board May 2003. Submitted to USDOL June 2003.	Pending
Allow local funds to be used for Incumbent Worker training.	Waiver request presented to State Board May 2003. Waiver request submitted to USDOL June 2003.	Pending.
Waive board membership requirements in favor of the State and local board membership requirements proposed in H.R. 1261.	Waiver request presented to State Board May 2003. Waiver request submitted to USDOL June 2003.	Pending
Waive Section twenty percent cap on local board Adult Program-Dislocated Worker Program funds transfer authority; increase transfer authority to fifty percent.	Waiver request submitted to USDOL April 2003.	Pending.

WIA Costs Relative to Effectiveness

Annual Report instructions provided the States by USDOL indicate that these Reports should include “...A discussion of the costs of workforce investment activities relative to the effects of the activities on the performance of the participants....”

These instructions further indicate that States “...may want to include information ... about the mix of services selected and the outcomes expected from these activities ...States may indicate actual Federal outlays for selected activities....”

This Report does indicate, at “PY 2002/FY 2003 Programs”, the several State- and local area-level WIA participant programs operated during PY 2002. The Report further details, at “PY 2002 Cost of Program Activities”, outlays of Federal funds made in support of these several programs. An application of Cost/Effect analytical constructs to these “mismatched” data fields would not seem entirely appropriate.

A limited, independent examination of PY 2002 WIA expenditures relative to fund availability, utilizing allocation and expenditure data provided within this Report, may however, be relevant.

PY/FY 2002/03 Cumulative WIA Fund Usage (as of June 30,2003)

	PY/FY2002/03 Allocation (Program Funds)	PY/FY2002/03 Expenditures (Program Funds)	Usage Ratio
State Rapid Response	\$3,425,853	\$207,525	06.06%
Local Area Adults	\$14,601,449	\$5,142,482	35.22%
Local Area Dislocated Workers	\$13,995,654	\$3,252,439	23.24%
Local Area Youth	\$15,989,735	\$11,779,842	73.67%

PY/FY 2001/02 Cumulative WIA Fund Usage (as of June 30,2003)

	PY/FY2001/02 Allocation (Program Funds)	PY/FY2001/02 Expenditures (Program Funds)	Usage Ratio
State Rapid Response	\$3,367,906	\$3,301,160	98.02%
Local Area Adults	\$13,872,439	\$13,871,620	99.99%
Local Area Dislocated Workers	\$8,723,031	\$8,723,031	100.00%
Local Area Youth	\$14,769,134	\$14,769,134	100.00%

The highest PY/FY 2002/03 WIA fund Usage Ratio, as indicated above, is in the Youth program. The increased rate of PY 2002 Youth program fund usage reflect accelerated PY 2002 Youth program participant outreach and Youth program management efforts.

States have three years in which to expend allotted WIA funds. Note that PY/FY 2001/2002 WIA funds are virtually entirely expended at the close of PY 2002/FY 2003, the second full year of these funds' availability.

Workforce Investment Act "costs" and their attendant "effectiveness" must be viewed separately. Under the existing Workforce Investment Act information gathering structure, the State 15% Activity, Rapid Response, Adult, Dislocated Worker, and Youth costs included in both Workforce Investment Act Quarterly Reports and in this Annual Report are "real time" - those **actually incurred** over the reference period, i.e., July 1, 2002 - June 30, 2003. On the other hand, the most tangible measures of WIA "effects", participant outcomes, are based upon lagged U.I. Wage record data, and are therefore do not "line up" with corresponding cost figures.

We submit that any program performance-related inference made or conclusions drawn from comparing available WIA cost information with WIA participant/program performance information may not be entirely valid.

PY 2002 Adult, Dislocated Worker, and Youth program 7/1/02-6/30/03 expenditure data may be further analyzed by contrasted against the associated number of 7/1/02-6/30/03 Adult and Dislocated Worker participants entering employment, and the number of Youth program exiters achieving employment, skill attainment, or high school diplomas. This participant placement data is not gleaned from U.I. Wage records, but rather from Alabama Career Center System files.

The WIA legislation prescribes that the majority of local area Youth activity planning and execution will emanate from local Youth Councils. However, one or more of these Councils were not entirely functional during much of the Program Year. The absence of fully functional Youth Councils adversely impacted both the quantity and quality of WIA Youth programs offered though the State's local areas. The associated reduction in the number of available Youth programs, particularly those programs specifically targeted toward 14-18 year old Younger Youth, triggered the lower PY 2001 overall Youth program expenditure rates.

	PY/FY2002/03 Expenditures	PY2002 Positive Program Exits	Expenditures per Positive Program Exit
Local Area Adults	\$5,142,482	402	\$12,792.24
Local Area Dislocated Workers	\$3,252,439	319	\$10,195.73
State / Local Area Youth	\$11,779,842*	3,787*	\$3,110.60
Total	\$20,174,763	4,508	\$4,475.32

* - Positive exits count greater than total exiters count due to multiple skill attainments by several younger youth program exiters.

This expanded analysis suggests that PY 2002 WIA Youth programs, despite their start-up difficulties, achieved a cost efficiency record superior to that of the PY 2002 Adult and Dislocated Worker programs. Not here reflected, however, are costs incurred for the many WIA Youth participants who failed to achieve program objectives and realize positive program exit during PY 2002.

Participant Characteristics

CHARACTERISTICS	ADULTS	DISLOC. WORKERS	YOUTH		TOTAL
			In School	Out of School	
Female	1,985	1,081	1,460	1,331	5,857
Male	1,503	1,161	1,379	1,024	5,067
White	1,642	1,585	884	1,084	5,195
Black	1,668	616	1,872	1,244	5,400
Hispanic	23	9	36	10	78
Other	42	35	29	23	129
14 - 18	32	5	2,515	1,154	3,706
19 - 21	191	45	195	1,103	1,534
22 - 54	2,895	1,884	5	9	4,793
55 and Over	98	185	2	0	285
Veterans	10	20	0	0	30
Welfare Recipient	1	0	0	0	1
Offender	36	21	19	110	186
Displaced Homemaker	4	3	0	3	10
High School Graduate	1,441	931	26	658	3,056
Total Participants	3,490	2,253	2,849	2,360	10,952
Total Exiters	886	581	967	450	2,884

Success Stories

- ! A laid-off electronic drafter was provided with a jump start on a new and promising career.
- He had lost his job in June, 2001, and was in a bad way. His unemployment benefits were exhausted. The future seemed bleak. Frustrated in his continuing efforts to secure reemployment as a draftsman or a related occupation, he turned to the Mobile Works, Incorporated WIA Dislocated Worker retraining/reemployment program for the answer.
- WIA staff occupational/vocational aptitude assessment findings, together with his own expressed interest in continuing his education, prompted his enrollment in a local University degree program.
- Although it had been a few years since last he was in school, he undertook his studies with vigor. He earned his Bachelor's degree, with a concentration in Accounting, in just ten months, and posted a 3.5 grade point average while doing so. His evident commitment to achieving a maximum return on his new career pursuits within a compact time frame did not go unrecognized, nor unrewarded.
- Within a month of earning his Accounting degree, he won full-time employment as an Assistant Comptroller with an area shipbuilding company.
- ! WIA-sponsored occupational skills training career training opportunities proved to be the answer for a local man seeking a better life for himself and for his family.
- His initiative led him to contact the local WIA Career Link offices. He was enrolled in a twenty-week pipe welding program, where he excelled. His instructor made particular note of his rapid progress through the pipe fitting/welding curriculum.
- Upon completion of his training, he was placed with one of the principal contractors charged with expansion of the Vance, Alabama Mercedes plant. He not only passed the stainless steel pipe-fitting test required of new employees, he "aced" the test. Company officials reported that this was the first time an applicant had performed so well on this particular examination. He is today employed full-time at a salary of \$18 per hour.
- His success certainly demonstrates how personal application and dedication to learning a new trade can, and does, pay off.
- ! The effective combination of a severely handicapped youth's fierce determination to succeed in spite of his physical limitations, coupled with WIA youth development and internship learning opportunities, opened new career doors for this very special person.
- Working within the WIA Youth Development program, he was motivated to complete his high school degree. His case manager helped him land a job with an area supermarket, where his job responsibilities include greeting customers, bagging groceries, and working in the stockroom.
- His spirit and enthusiasm are an inspiration to co-workers and store customers alike. His job performance, his attitude toward today, and his outlook on tomorrow reflect a bright optimism.
- ! For this third generation teen-aged welfare mother and former high school drop out, with no high school credentials and little meaningful work history, future prospects looked bleak. She had little interest in seeking better living conditions for herself or for her children.

Her case worker saw potential in this young woman she did not see in herself.. She was placed in an OJT slot and matched with a Job Coach. After experiencing initial learning difficulties, she was counseled by her case worker regarding proper employee etiquette and job performance attitudes. She was also provided self help strategies designed to minimize her perceived learning difficulties.

The young woman's drive paid off. She was offered full-time work by her contract employer following expiration of the OJT, and she has since done well. Today, this former welfare mother is becoming increasingly self reliant and productive. She has shown herself and her children that there is much more to life than continued "welfare" dependence.

! A young woman's focused determination to succeed and clarity of vision helped her overcome the dual handicap of debilitating health problems and the lack of a high school degree.

The weight of her medical treatments alone, which include periodic transfusions and chemotherapy treatments, might deter many youth from the vigorous pursuit of success, but not this young lady. She knew that without a high school degree, very few career paths would be open to her. However, her efforts at achieving high school credentials through home schooling went astray. A friend recommended she investigate Workforce Investment Act program-sponsored learning opportunities, and this "tip" proved to be the start of something big.

Career Link staff enrolled her in a General Equivalency Degree skills, basic computer skills, and job readiness skills learning program. Displaying a level of energy and enthusiasm beliiing any obstacles presented by her physical barriers, she completed the requirements for her General Equivalency Degree in record time, posting a score of 2,680 out of a possible 3,000 points of the qualifying examination.

With this credential in hand, she was further awarded a full financial scholarship to pursue a Business Information Systems degree program at an area college. She is reported to be doing very well in her studies.

Attachments

- A) Local Area WIA Planning Allocation for PY 2002/ FY 2003*
- B) Statewide Monthly One-Stop Customers*
- C) State - Level PY02 Performance Incentive Analysis (7/1/02 - 6/30/03)*

WIA Annual Report Data

State Name: AL

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	74.8	82.47	566	3,566	718	78.8
Employers	71.7	83.96	1,171	5,424	1,191	98.3

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.5	76.3	1,239
			1,623
Employment Retention Rate	80	81.3	1,300
			1,600
Earnings Change in Six Month	2,834	4,447	6,817,509
			1,533
Employment and Credential Rate	52.4	51.3	703
			1,371

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	50	4	66.7	10	63.6	35	71.4	30
		8		15		55		42
Employment Retention Rate	60	3	91.7	11	69	29	80.5	33
		5		12		42		41
Earnings Change in Six Months	4,134	16,534	2,640	31,685	3,674	150,649	4,636	180,815
		4		12		41		39
Employment and Credential Rate	66.7	2	46.7	7	56.6	30	56.8	21
		3		15		53		37

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	78.2	870	72.4	369
		1,113		510
Employment Retention Rate	83	948	76.9	352
		1,142		458
Earnings Change in Six Months	4,934	5,397,496	3,235	1,420,013
		1,094		439

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.9	81.5	1,274
			1,563
Employment Retention Rate	81.6	88.9	1,132
			1,274
Earnings Replacement in Six Months	96	122.7	12,305,095
			10,031,167
Employment and Credential Rate	45.9	51.4	629
			1,224

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.3	10	80	8	55.6	85	50	1
		12		10		153		2
Employment Retention Rate	70	7	75	6	87.1	74	100	1
		10		8		85		1
Earnings Replacement Rate	89.6	98,496	100	113,868	101.8	784,357	35.6	2,675
		109,870		113,868		770,133		7,518
Employment And Credential Rate	45.5	5	25	2	36.1	39	50	1
		11		8		108		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	82.8	1,022	76.8
1,235			328	
Employment Retention Rate	89.5	915	86.1	217
		1,022		252
Earnings Replacement Rate	126.3	9,991,983	109	2,313,112
		7,908,662		2,122,505

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65.9
132			
Employment Retention Rate	71.4	78.3	72
			92
Earnings Change in Six Months	2,217	2,880	236,121
			82
Credential Rate	38.2	39.8	99
			249

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	0	0	0	0	80	4	63.9
1			1		5		119	
Employment Retention Rate	0	0	0	0	100	5	80.5	66
		1		1		5		82
Earnings Change in Six Months	0	0	0	0	4,706	23,532	2,685	193,319
		1		1		5		72
Credential Rate	0	0	0	0	45.5	5	38.4	84
		1		1		11		219

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	76.8
			3,883
Diploma or Equivalent Attainment Rate	47.1	68	17
			25
Retention Rate	50.9	100	14
			14

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	0	0	93.7	416	88.1
1			444		1,090	
Diploma or Equivalent Attainment Rate	0	0	60	3	41.7	5
		1		5		12
Retention Rate	0	0	100	3	100	3
		1		3		3

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	79	764	6,142	5,939,770	3.6	35	8,532	9,735,473	77
967			967		967		1,141		1,142	
Dislocated Workers	88.9	874	133.9	9,316,305	1.5	19	10,656	11,497,336	58	726
		983		6,956,422		1,274		1,079		1,251
Older Youth	71.4	5	1,607	11,248	0	0	4,466	326,017		
		7		7		42		73		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,422	2,037
Dislocated Workers	2,106	1,515
Older Youth	1,214	365
Younger Youth	3,507	912

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$5,142,482.00
Local Dislocated Workers		\$3,252,439.00
Local Youth		\$11,779,842.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$207,525.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,116,136.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	State Administration	\$962,253.00
	Statewide Capacity Building	\$382,510.00
	Local Area Capacity Bld Grants	\$0.00
	Other Expenditures *	\$482,102.00
	Contract Administration Funds	\$41,316.00
	Assessment/Case Management	\$444,259.00
	ITAs for Dislocated Workers	\$1,520,926.00
	Jobs for Alabama Graduates	\$250,000.00
	Incumbent Worker Training	\$518,547.00
Total of All Federal Spending Listed Above		\$30,100,337.00

WIA Annual Report Data

State Name: AL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Alabama Workforce Investment Area	Total Participants Served	Adults	2,818
		Dislocated Workers	1,857
		Older Youth	990
		Younger Youth	2,907
	Total Exiters	Adults	1,751
		Dislocated Workers	1,371
		Older Youth	221
		Younger Youth	339

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.8	82.3
	Employers	71.7	83.7
Entered Employment Rate	Adults	72.5	75.5
	Dislocated Workers	78.9	81.3
	Older Youth	65.9	65.3
Retention Rate	Adults	80	81.8
	Dislocated Workers	81.6	88.4
	Older Youth	71.4	80.6
	Younger Youth	50.9	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,834	4,592
	Dislocated Workers	96	127.6
	Older Youth (\$)	2,217	3,617
Credential / Diploma Rate	Adults	52.4	48.5
	Dislocated Workers	45.9	50.3
	Older Youth	38.2	45.9
	Younger Youth	47.1	56.3
Skill Attainment Rate	Younger Youth	76.8	95.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: AL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Jefferson County Workforce Investment Board	Total Participants Served	Adults	197
		Dislocated Workers	92
		Older Youth	66
		Younger Youth	104
	Total Exiters	Adults	42
		Dislocated Workers	32
		Older Youth	62
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.8	90.3
	Employers	71.7	85.7
Entered Employment Rate	Adults	72.5	78.1
	Dislocated Workers	78.9	87.5
	Older Youth	65.9	87.5
Retention Rate	Adults	80	81.3
	Dislocated Workers	81.6	96.4
	Older Youth	71.4	50
	Younger Youth	50.9	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,834	5,207
	Dislocated Workers	96	131.8
	Older Youth (\$)	2,217	938
Credential / Diploma Rate	Adults	52.4	42.5
	Dislocated Workers	45.9	37.9
	Older Youth	38.2	19.5
	Younger Youth	47.1	0
Skill Attainment Rate	Younger Youth	76.8	78
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

WIA Annual Report Data

State Name: AL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Mobile Works, Inc.	Total Participants Served	Adults	407
		Dislocated Workers	157
		Older Youth	158
		Younger Youth	658
	Total Exiters	Adults	244
		Dislocated Workers	112
		Older Youth	82
		Younger Youth	534

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74.8	82.1
	Employers	71.7	85.8
Entered Employment Rate	Adults	72.5	83.5
	Dislocated Workers	78.9	82.1
	Older Youth	65.9	55.1
Retention Rate	Adults	80	78.8
	Dislocated Workers	81.6	92.4
	Older Youth	71.4	76.9
	Younger Youth	50.9	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,834	3,333
	Dislocated Workers	96	93.8
	Older Youth (\$)	2,217	1,857
Credential / Diploma Rate	Adults	52.4	67.3
	Dislocated Workers	45.9	66.1
	Older Youth	38.2	40
	Younger Youth	47.1	88.9
Skill Attainment Rate	Younger Youth	76.8	97.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X