



Annual Report

State of Wyoming

Workforce Investment
Act (WIA) title I-B
Programs

Program Year 2002



Developed by:
Department of Workforce Services
Employment Services Division



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I. MAJOR ACCOMPLISHMENTS

There are new challenges facing America's workforce, with a global economy calling for new employment strategies and a skilled workforce. Wyoming realizes successful development of human potential is a growing source of competitive advantage in today's marketplace. As such, the state has undergone a tremendous amount of change during program year (PY) 2002 in its quest to assist clients in developing career paths and accessing their full potential. Not the least significant of these changes was the establishment of the Department of Workforce Services. The new department is responsible for the administration of Wyoming's workforce centers (formerly referred to as employment centers), the Workforce Investment Act programs, Wagner-Peyser, and TANF Work Program¹. Combining these programs under one department is a cooperative approach resulting in greater availability and easier access of services for our clients.

A commitment to quality service involves developing a sense of ownership, working in tandem with partners and customers in order to define a strategic vision for change, and identifying how the vision relates to individuals. The Department of Workforce Services has adopted a Total Quality Management (TQM) approach. This approach is a more horizontal management system as compared to the traditional hierarchical-pyramid organizational structure. The focus of TQM is on customer service, efficiency, effective and quality services, increased production, opening lines of communication, and sharing ideas through the establishment of multi-linear communication. We believe these changes—while difficult at times—are continually improving services to the benefit of our clients.

With this TQM approach, we are trying to bring decision-making and responsibility as close to the customer as possible. We are giving local workforce centers more latitude in their decision-making, focusing on training of state personnel, and establishing open dialogs between state and local level functions.

The positive effects of the TQM paradigm are reflected in Wyoming's establishment of a statewide agency policy team. This team is responsible for a multitude of positive results including: the development of a greatly improved, agency-wide knowledge base; and a substantial increase in availability of a wide array of services to our clients. This has also contributed in a 12% increase (or 223 additional clients) served in the WIA title I-B program over PY 2001, with a 1.4% decrease in cost per participant in local WIA dollars.

¹ See Appendix E for a complete list of the programs administered by the Dept. of Workforce Services



Cross-education and training of state personnel in all programs are resulting in more accurate assessments and referral of clients to partner agencies and services. This effort both inside and outside the agency allows for substantial increase in efficiency and effectiveness in all services provided to our common clients. Wyoming has been identified as a candidate to participate in a pilot project that models the integration of Wegner Peyser and WIA programs. Wyoming's role would be to serve as a mentor to other states. Wegner Peyser and WIA personnel are working closely together to integrate common measures, definitions, and satisfaction surveys. Administrative and local personnel responsible for the reporting of these two programs are working together in developing strategy to further integrate programs.



Above – 2003 graduating class of nurses from Casper College, twelve of which were WIA participants



II. ADULT PROGRAM

Wyoming exceeded three of the four negotiated performance levels in its WIA Adult title I-B performance measures. The Adult Entered Employment Rate came out at 128% of the negotiated level. The Employment Retention Rate exceeded the negotiated performance level by 3.8%, and the Employment and Credential Rate exceeded the negotiated performance level by 4.7%.

The charts on the next page provide a comparison of PY 2001 and PY 2002 performance measures. The decreases in Entered Employment Rate, Employment Retention Rate, and Earnings Change in Six Months, compared to PY 2001, are believed to be the result of a high number of low paying seasonal service industry jobs and unavailable Unemployment Insurance (UI) record information (discussed in the "Challenges" and "Future Changes" sections in this report). In addition, Wyoming has felt the effects of the Nation's sluggish economy, particularly in higher-paying industries.

The Casper Workforce Center (WC) began working with Jean, a hearing-impaired individual, in 2001. Jean's sole prospect of returning to her previous employment as a Financial Case Aide, after maternity leave, did not provide her a self-sufficient income. Her wage as a Financial Case Aide was \$7.25 per hour, not nearly enough to sustain a household of four. Jean chose to seek employment with higher wages and benefits.

Jean had four years of experience in this position, with a strong general clerical and accounting background. However, the jobs listed in these areas required her to answer phones. Her hearing impairment impeded her ability to fulfill this requirement.

Throughout the seven months the Casper WC worked with her, Jean learned how to conduct job searches on the Wyoming Job Network website and was assisted in updating her resume. After approximately six months of looking for work, Jean was becoming extremely frustrated. She was quite discouraged with her job search and lack of interviews and job offers.

As a result of her frustration, she was considering the possibility of staying home with her kids, despite her desire to be in the workforce.

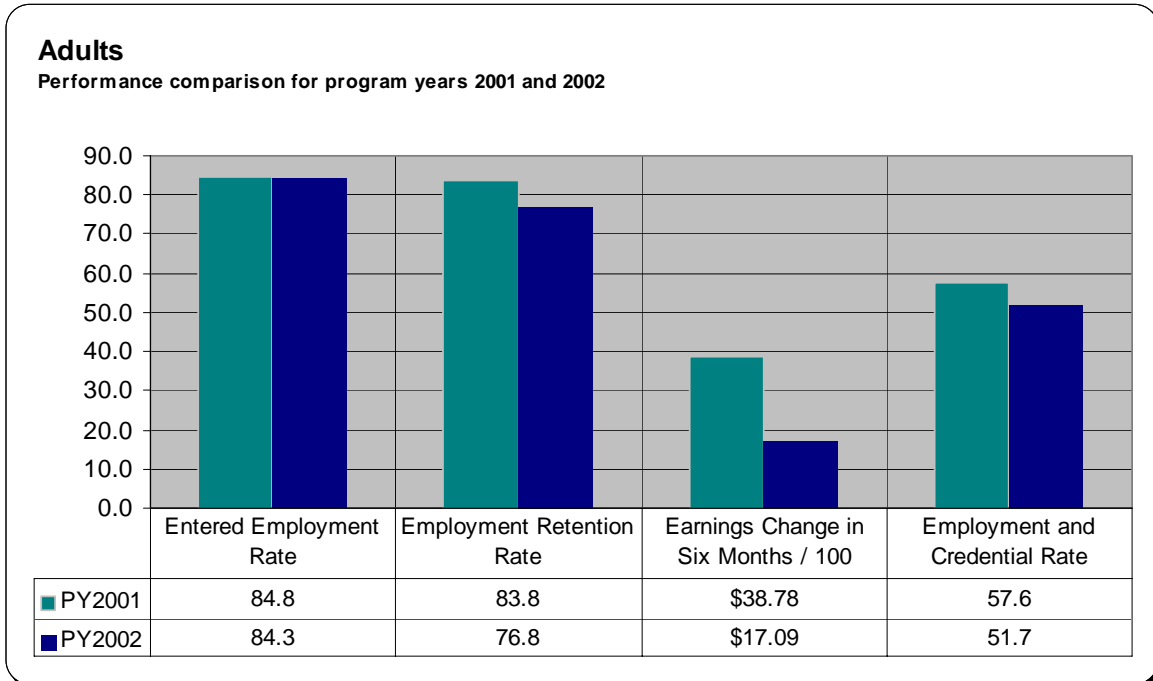
During this time, the Casper WC received a job order for a part-time, on-call Data Entry Clerk. The center contacted the supervisor for the listed position and asked if there would be any job requirement that would prevent a hearing impaired individual from performing the job duties, and found that Jean's impairment would not limit her in this position. The center sent Jean's resume to the employer for review.

Jean received an interview and was subsequently hired at \$18/hour. Within two months of her employment, she became a full-time employee.

The Casper WC remains in contact with Jean through email and has provided this illustration as an example of the many ways WIA title I-B assists clients in obtaining success.



Figure 1 – Adult Program



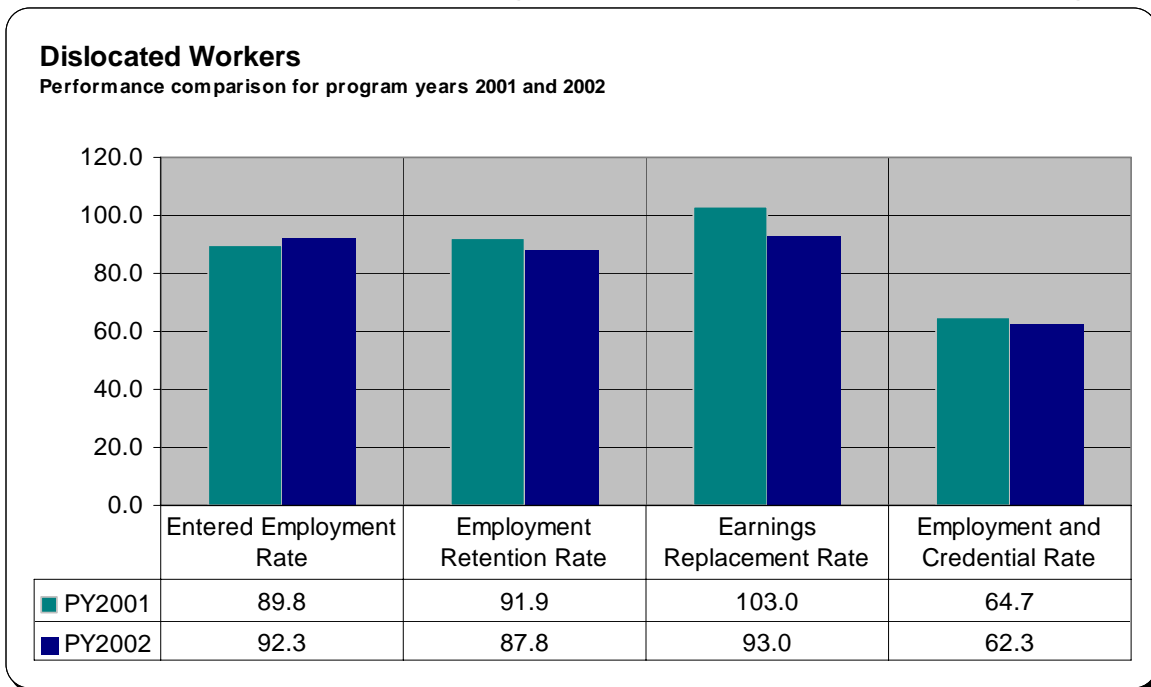
Left – OJT adult participants at work on railroad cards in Riverton



III. DISLOCATED WORKER PROGRAM

Wyoming met all negotiated performance levels, exceeding three of the four WIA title I-B Dislocated Worker performance measures. The greatest increase was experienced in the Entered Employment Rate measure, coming in at 144% of the negotiated level. This is an increase of 2.5% from PY 2001. While Wyoming exceeded the negotiated performance level in the Earnings Replacement Rate, there was a 10% decrease compared to PY 2001².

Figure 2 – Dislocated Worker Program



Dawn, a 46-year-old mother of three, entered the Gillette satellite workforce center in Newcastle (population 3174).

Dawn had been laid off when the Ford dealership where she had been employed ten years closed its doors. Dawn and the Newcastle office determined that she needed additional skills to become employed within the small community of Newcastle.

The Newcastle Workforce Center assisted Dawn in enrolling in Eastern Wyoming College to pursue an Associate’s Degree in Business Administration. Using WIA title-I B Dislocated Worker Funds the Newcastle Workforce Center assisted Dawn with her books and tuition.

After Dawn had completed a few classes in her chosen program, the Newcastle Workforce Center assisted her in obtaining a temporary position with the local hospital. This position paid \$8.71 an hour and provided her experience in accounts payable and payroll. Dawn worked at the hospital while completing her training.

Upon completion of her degree in Business Administration, Dawn was hired as a permanent, full-time employee at the hospital, making \$17 hour as an office manager. Dawn continues to be employed at the hospital as an office manager.

² Please see Appendix C for more information



IV. OLDER YOUTH PROGRAM

The greatest increases in performance were experienced in WIA's title I-B Older Youth Program. Wyoming exceeded negotiated performance levels in all four measures. Each of the four measures exceeded the performance level by at least 4%. Entered Employment exceeded the negotiated performance level by 24.7%.

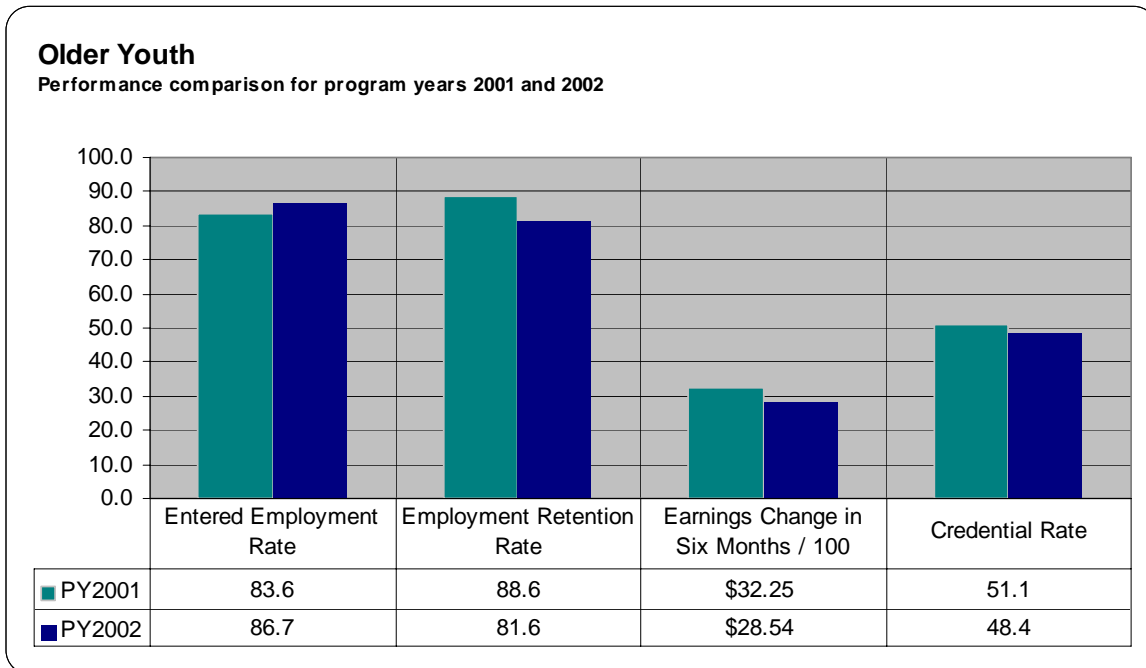
Steven resided in Hulett Wyoming (population 350), and entered the Gillette Workforce Center requesting assistance in finding employment and going to college. Steven realized his disabilities in reading and writing and lack of marketable skills were hindering his success in becoming employed.

Despite the struggles with reading and writing, Steven applied to Sheridan College for his Associate Degree in Diesel Mechanics. Sheridan College provided the remediation and tutoring Steven needed. The Gillette Workforce Center collaborated with Steven on his training plan, and assisted him with his books and tuition, using WIA title I-B Youth funds.

While Steven worked towards his associate's degree, the Gillette Workforce Center placed Steven in a Work Experience related to Diesel Mechanics. Steven continues to work as a Diesel Mechanic for this employer and has received his Associate's Degree.

Steven has overcome transitioning from an extremely small community to a larger one and has successfully addressed his learning disability and earned his associates degree. Steven is a valuable employee, is now married and has purchased a home.

Figure 3 – Older Youth Program

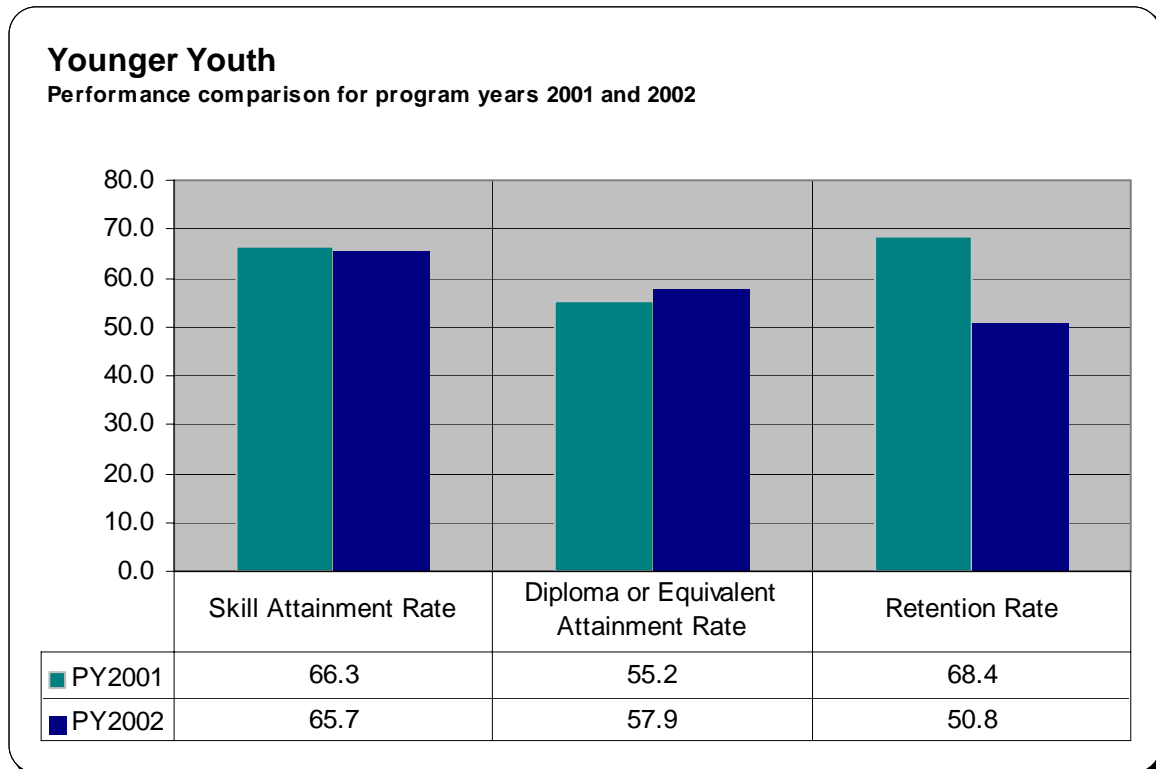


V. YOUNGER YOUTH

Wyoming met all three WIA title I-B Younger Youth Performance measures, and exceeded the Diploma Equivalent negotiated level. The Diploma or Equivalent Attainment Rate experienced a 2.7% increase over PY 2001.

Wyoming is shifting focus from in-school youth to out-of-school youth in anticipation of WIA reauthorization. For the period between April 1, 2002, and March 31, 2003, Wyoming has expended 43% of WIA title I-B Youth funds for out-of-school youth. The program remains vibrant and increasingly popular among participants and partners in Wyoming.

Figure 4 – Younger Youth Program



The Lander and Riverton Workforce Centers worked in collaboration with the Fremont Career Tech Project, a Fremont County Board of Cooperative Educational Services (BOCES). Eligible youth, ages 14-21, were provided the opportunity to build cabins from kits and sell them. The participants received high school credit and wages for the hours they worked during the summer. The Lander and Riverton offices had 13 youth on the project. They entered the project with a variety of different backgrounds, skills, and abilities. Twelve of the thirteen individuals are diagnosed as having physical, emotional, or learning disabilities. Five of the youth are Native Americans, and two are female. The project required the youth to work as a team and brought out the best in each of them.

Instructors in the project were certified by the National Center for Construction Education and Research. They taught the youth marketable and transferable skills in carpentry, plumbing, electrical wiring, roofing, and finishing. Area contractors were also solicited to share their expertise with the youth.

"Youth participants were involved with site preparation right on through to putting on the shingles", said Les Bishop, Professional/Technical Coordinator for the Fremont BOCES. "Students used academic skills such as math and reading in designing, measuring, and reading blueprints."

The Lander and Riverton Workforce centers teamed up with the Fremont County BOCES and Central Wyoming College to provide a one-week course "Workplace Readiness" at the college. The course provided youth with work readiness, leadership and problem solving skills. Participants received credit for their successful completion of the course. Project youth also attended a Ropes Challenge Course, a time management seminar, and a daylong community service project.

The project was seen as a high-yield activity, as described by Lander Workforce Center's Lori Retel. "This is a win-win-win situation for our customers, our partners, and our job training program", she said. "I'm so pleased to have been involved with this project"

On completion, the youth were given the opportunity to assist in the construction of homes for Habitat for Humanity, providing them with additional experience.



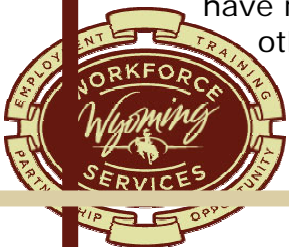
VI. PARTNERING FOR SUCCESS

In 2001, Bonneville Transloaders, Inc., (BTI) and Bighorn Divide & Wyoming Railroad, Inc., (BDW) officials approached Riverton Workforce Center staff regarding their plans to expand their trucking and rail business into more railroad services in the Shoshone/Bonneville area. In the early 1980s, JTPA training dollars assisted BTI in entering the trucking/hauling soda ash business. The company was operating a small line from Shoshone to Bonneville, where they operated a soda ash loading facility.

The idea to expand into the rail car repair field had been researched by Cliff Root, President of BTI/BDW, and he saw a niche that could benefit his company and the community. In talks with Riverton Workforce Center staff, several options for hiring and training the needed specialized workforce were discussed. Chris Corlis, formerly the Assistant Administrator of the then Employment Resources Division in Casper, came to Shoshoni and met with Mr. Root and the center's staff regarding funding for the project, how to coordinate with the firm in making appropriate referrals, how the training would be provided, and what the scope of the venture might become.

After discussing these details, the Riverton staff took over in assisting BTI/BDW find appropriate individuals for their work and identifying those that would qualify for the WIA program. Nine persons were placed on OJTs with the company using both Adult and Dislocated Worker funds, and more were placed through core services. Tools and other items were purchased for the participants to enhance their chances of being successful on the new job. Job retention skills were discussed with the participants and the company provided an early orientation and classroom training to the new hires to help them become successful.

The Riverton Workforce Center and the WIA program invested over \$52,000 in training the workers for this venture. The individuals have received certificates in various phases of railroad welding, and these will enhance their value to the employer and their overall employability. Some of the workers have received certifications that allow them to do rail car inspections and other sensitive industry testing.



The benefit to these workers is immeasurable, as these skills will serve them well now and through their future careers. The benefit to the company is the improved ability to train its workforce as needs dictate—and at a substantial savings—so that costs were kept down during the expensive start-up phase.

Eric Anderson, who was one of the initial trainees, is now the Rail Car Maintenance Director for BDW. Speaking at a recent meeting of the Riverton Economic and Community Development Association, Mr. Anderson told the group that the new facility holds up to six rail cars and has a locomotive pit. There are two rail lines running through the facility at this time. There are 13 employees at the facility at present and they are considering adding another shift. Eric praised the efforts of the Riverton Workforce Center for their assistance in training and providing the workers with the basic tools they needed for the job. Eric stays in touch with the Riverton Workforce Center in considering new hires for possible training. He is also talking with Central Wyoming College to possibly provide some specialized welding training in the future so that future workers in the area could have more of the skills they will need.

Wyoming's Department of Workforce Services WIA program strives to seek out ventures such as these partnerships that not only benefit the participant's employability, but also aid communities by helping create new jobs, which ultimately benefits the entire state.



VII. Examples of Local One Stop Service Structure in Wyoming

Consortium of Economic Development Partners

1. The multi-county northeast region of Wyoming, with a consortium of partners, completed an Integration Plan for a One-Stop delivery system of employment and training services. The overall goal for the plan is an integrated, seamless, and comprehensive employment, training, and human service delivery system with a “no-wrong-door” philosophy in all three counties in northeast Wyoming. This One-Stop system has been evolving for many years and the Integration Plan is a significant step in the process.

Listed below are some of the indicators and products of efforts prior to the development of the Integration Plan:

- a. One-Stop Memorandum of Agreement (MOA) from Campbell County with a condensed resource directory and matrix of services. The MOA included a Statement of Purpose, Vision, Philosophy, Guiding Principles, and a Customer Service Proviso. Parties to this MOA include the Department of Family Services, Senior Employment, the Gillette Workforce Center (WIA and Wagner-Peyser services), Job Corps, our local Council of Community Services, and the Division of Vocational Rehabilitation.
- b. A Youth Service Assessment and Resource Matrix, listing the 10 essential elements of the WIA title I-B Youth Program. There is a Resource Matrix for each of Campbell, Crook, and Weston Counties.
- c. Northeast Wyoming Workforce Development Partnership, with its vision, mission, and strategic plan. Members in this partnership include economic development entities at the local, regional, and state levels; local chambers of commerce; private industry; many social services entities; the local school district; community college; and representatives of the Department of Workforce Services.
- d. Collocation of the Department of Family Services, the Department of Employment, and the Department of Workforce Services (including the Division of Vocational Rehabilitation and Senior Employment) at 1901 Energy Court in Gillette, as well as the collocation of the Division of Vocational Rehabilitation, the Newcastle Workforce Center, and the Department of Family Services at 2013 West Main in Newcastle. The Newcastle One-Stop Center has common



waiting rooms, conference rooms, entrances, and break rooms.

- e. Monthly cross-education sessions for all partners at the One-Stop Center in Campbell County.

Listed below are some of the goals from the Integration Plan:

- a. Develop a schedule of cross-educational sessions for partners in all three counties in the regions.
- b. Expand the vision, guiding principles, and customer service standards from the One-Stop Memorandum of Agreement in Campbell County to the other counties in the region.
- c. Identify strategies to integrate employer relations, youth services, and outreach for all three counties.
- d. Develop an employment and training resource/service matrix for all counties.

Sheridan and Johnson Counties

Collocation of the Department of Family Services (DFS), the Department of Employment (DOE), and the Department of Workforce Services (DWS)—including the Division of Vocational Rehabilitation and Senior Employment—was facilitated as a result of homelessness. In September of 2000, the landlord who had rented the building where the then Job Service Center had been located for ten years, decided it was more profitable to rent office space to a private industry group.

This provided the perfect opportunity to co-locate in a single One-Stop Center. The search for adequate space began in late 2000. The decision was made to take up residence in a building that originally housed a car dealership. Only three months of renovation had been completed before DFS and DWS employees moved in. Workers' Safety and Compensation, DWS, and DFS childcare licensing personnel shared tight quarters.

In May 2001, the remodeling was completed and the remainder of DFS moved in. The Sheridan One-Stop Center grew from a family of 15 to over 40. The staff at the center learned how to share and developed relationships. They could no longer practice the "us against them" mentality that had been the precedence for so long. They were in a One-Stop together and now needed each other to be a success.



Although there were moments when some thought it wasn't going to work, perseverance and hard work paid off. Co-locating and working together resulted in better service for the customers. Through sharing information about our individual programs with each other and working collaboratively in the best interest of the customers, Sheridan has developed a One-Stop system with flexible, quality customer service responding to the customers' needs on a timely basis and delivering what the customer wants, when they want it.

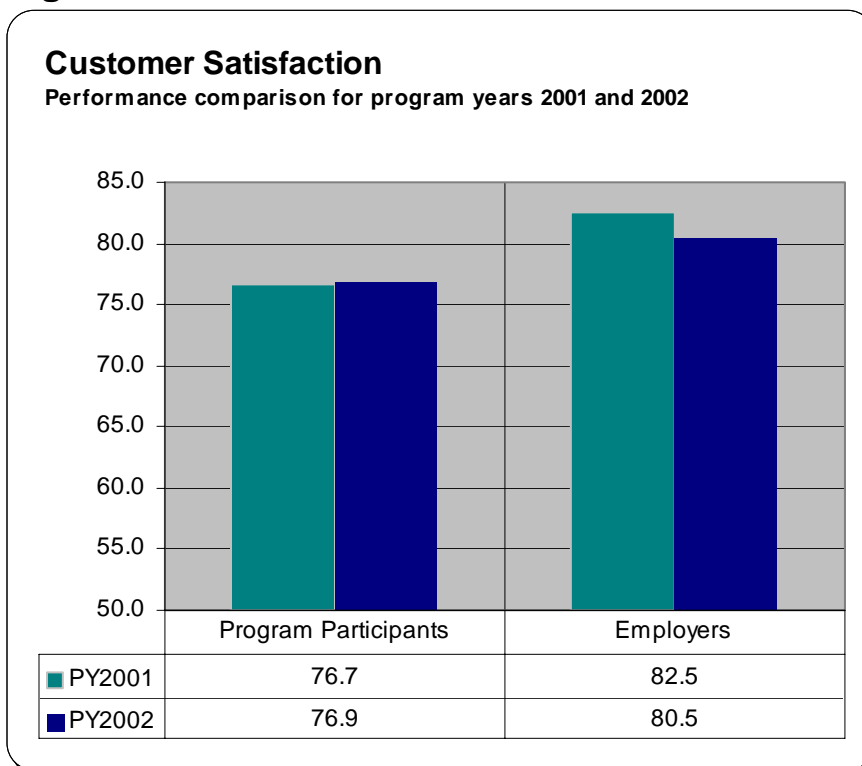


VIII. CUSTOMER SATISFACTION

The Department of Workforce Services is committed to continual improvement of services provided to our customer. The use of customer satisfaction surveys is just one of the many ways the department gains insight to create real breakthroughs in addressing our customers' needs.

Wyoming exceeded the negotiated performance levels for both customer satisfaction performance measures. The program participant performance exceeded the negotiated performance level by 6.9%, and the employer measure exceeded the negotiated level by 12.5%.

Figure 5 – Customer Satisfaction



Wyoming has also used email and other forms of modern technology to receive customer feedback, offering tools that can be customized for communication needs for discussion groups and decision-making. We have established a feedback link on our Wyoming's Job Network (WJN) where job seekers and employers are able to post their questions, comments, and suggestions for improving the services provided to them.

Wyoming established a survey link for job seekers and employers to provide their input on how to improve the WJN. As a result of the input received in this medium, the design changes have been made to the WJN to lower the barriers of technology and increase the



efficiency and speed of placing individuals in employment. An example of this is the WJN's ability now to take a plain-English query (allowing adjective noun/combination, slang, fragment sentences, etc.).

During the week of September 13, 2003, nearly 5,000 WJN applicants were contacted regarding possible job openings by email, phone, or both (3,264 emails, 19,059 phone calls). There were 287 new employer job orders entered during the same week. This attests to the success in looking at the total customer experience and service opportunities that may be present to meet the needs of our clients.



IX. PROGRAM YEAR COST COMPARISON

Wyoming is in the process of shifting focus from an 80% obligation rate to the 70% expenditure rate. Wyoming expended 76.89% of its allocated Adult title I-B funds, serving 746 adults in PY 2002. This is a 24% increase in adult clients served using WIA title I-B funds compared to PY 2001. The total percent expended for all title I-B funding sources was 69.93% with a total population of clients served in PY 2002 of 2,043.

Figure 6 – Obligations

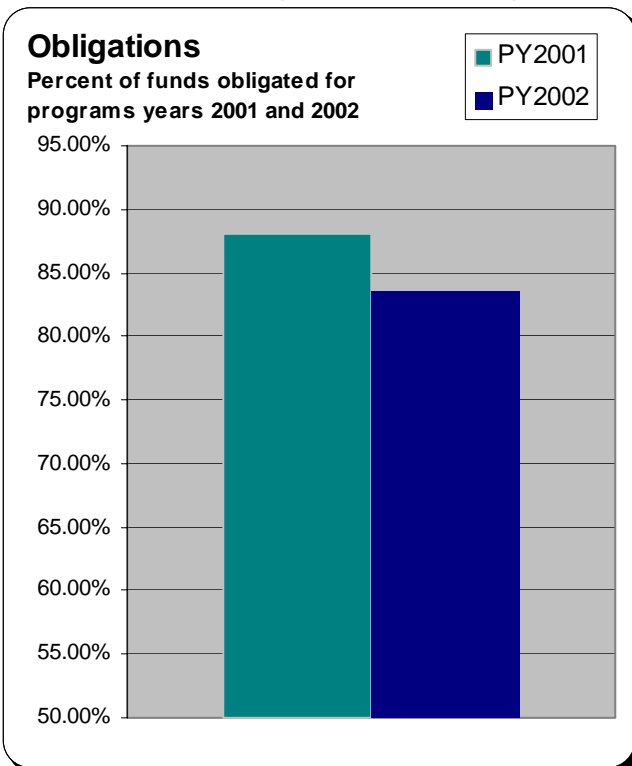
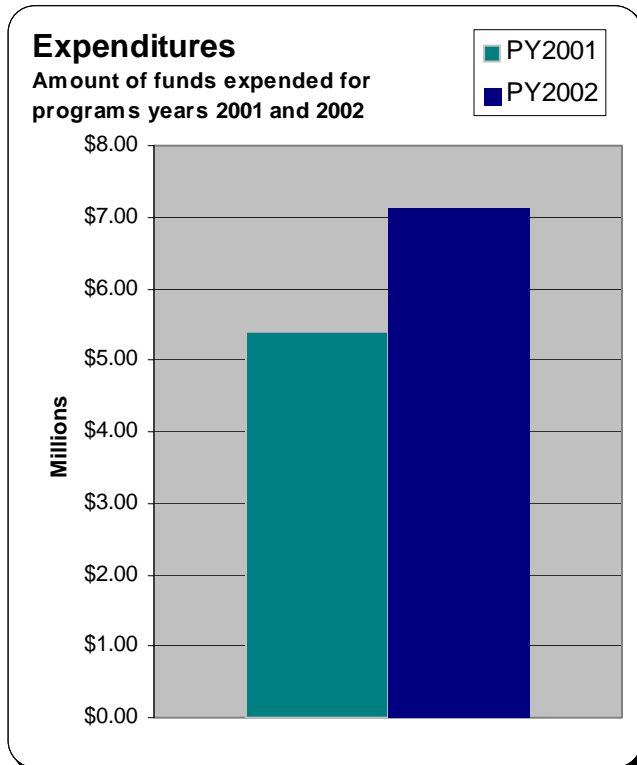


Figure 7 – Expenditures



X. CHALLENGES

Wyoming is working to improve services for the senior population, develop strategies to continually improve services in the face of decreased WIA title I-B resources, and maintain a high level of expertise among staff and partners in preparation of WIA reauthorization.

Wyoming is addressing challenges in shifting from supplemental data sources to more refined sources, as required by U.S Department of Labor. Wyoming had been solely dependant on UI wage records reported within the state of Wyoming and supplemental data. We do not have full access to UI wage records reported in other states.

This is a great challenge to Wyoming reporting as many individuals who live in Wyoming live in close proximity to other states' borders. Individuals served through our workforce centers often take jobs outside the state of Wyoming, where wage records are unavailable. Wyoming is working to establish Memorandums of Understanding with other states in order to gain access to out-of-state UI wage records.

In November 2002, Wyoming's Research and Planning conducted a study to determine how much of an impact access to other states' UI wage records would have on Wyoming. The data in "Table 1 – Earnings Change Comparison" illustrate the results of this study.

Table 1 – Earnings Change Comparison

Exit Quarter	Wyoming		Adult Including Other States		Difference*	
	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
4th Qtr 2000	\$158,050	39	\$193,500	45	\$35,450	6
1st Qtr 2001	\$71,472	32	\$103,883	37	\$32,411	5
2nd Qtr 2001	\$282,813	85	\$265,091	92	(\$17,722)	7
3rd Qtr 2001	\$163,392	56	\$165,388	58	\$1,996	2
TOTAL	\$675,727	212	\$727,862	232	\$52,135	20



Table 1 – Earnings Change Comparison (cont'd)

Exit Quarter	Older Youth					
	Wyoming		Including Other States		Difference*	
	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
4th Qtr 2000	\$10,756	10	\$13,808	12	\$3,052	2
1st Qtr 2001	\$35,609	10	\$35,609	10	\$0	0
2nd Qtr 2001	\$73,991	20	\$77,296	21	\$3,305	1
3rd Qtr 2001	\$50,484	22	\$59,389	24	\$8,905	2
TOTAL	\$170,840	62	\$186,102	67	\$15,262	5

Exit Quarter	Dislocated Worker					
	Wyoming		Including Other States		Difference*	
	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
4th Qtr 2000	\$135,924	\$139,661	\$208,310	\$271,277	\$72,386	\$131,616
1st Qtr 2001	\$280,436	\$231,252	\$298,261	\$245,232	\$17,825	\$13,980
2nd Qtr 2001	\$361,737	\$351,218	\$384,247	\$429,768	\$22,510	\$78,550
3rd Qtr 2001	\$198,875	\$257,947	\$203,671	\$257,947	\$4,796	\$0
TOTAL	\$976,972	\$980,078	\$1,094,489	\$1,204,224	\$117,517	\$224,146

* The difference is calculated by subtracting the Wyoming-only figures from the figures including data from other states.

Comparison data courtesy Tony Glover, Wyoming Department of Employment, Research and Planning.



XI. STRATEGIES FOR IMPROVEMENT

Wyoming anticipates that it will be participating in the national wage record information system (WRIS). Participation in the WRIS system would enable Wyoming to access UI wage records of other WRIS states. This would help to resolve the challenges Wyoming faces with accessing and reporting out-of-state UI wage record data in our performance measures (as discussed in the Challenges section of this report).

Globalization and information technology are driving today's workforce. We recognize that increases in employability come from increased skill levels. Wyoming's workforce is an aging population, and its members often do not possess the skills required by employers to compete in today's workforce. Wyoming is developing strategies to address this aging population's needs through Wyoming 15% set-aside funds. The Department of Workforce Services and Wyoming Senior Citizens, Inc., (WSCCI) are working on providing WSCCI case managers with access to Wyoming's Job Network, which allows for common service delivery and capture of data.



XII. FUTURE CHANGES

We are using new, information-technology-based tools to accomplish the goals of the organization. DWS is working to incorporate a calendar into the Wyoming Job Network (WJN), which will assist career advisors in posting services, writing case notes, printing out agreements, invoices, and keeping other vital information, and doing all these things timely. The calendar will provide an additional electronic tool that will assist in identifying critical dates and stages for service delivery.

Wyoming is also in the process of considering DART and Mathematica software for Wyoming's WIA program. At the present time, Wyoming is using Mathematica to validate information for our Employment Services program, including Wagner-Peyser. If Wyoming chooses to adopt DART, it will allow Wyoming to validate WIASRD data through Mathematica, and submit reports to the Department of Employment on an annual and quarterly basis. Wyoming expects to have the WIA portion of Mathematica and/or DART up and running by March 2004.

Wyoming is currently transitioning the TANF Work program into the Department. Previously, Wyoming contracted TANF Work program case management out to an independent contractor. Workforce Center staff is being trained in the TANF Work program to assume case management in an integration effort to streamline services.



XIII. Appendices

XIII.A. Appendix A – Governance Structure

XIII.A.1. Workforce Investment Board

Wyoming is a single state workforce investment area and the Wyoming Workforce Development Council (WWDC) serves as the state and local workforce investment board. Former Governor Jim Geringer created the WWDC by Executive Order 1998-1 and reconstituted the WWDC to meet the requirements of the Workforce Investment Act of 1998 (WIA). The Wyoming State Youth Workforce Development Council serves as the local youth council in Wyoming. These councils continue under Governor Dave Freudenthal.

Wyoming Workforce Development Council

VISION

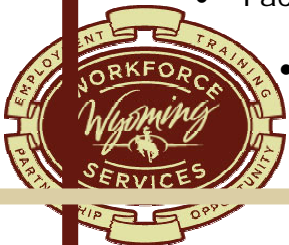
The WWDC's vision of Wyoming is, a state with a strong economy, where the people are educated, economically self-sufficient, have increasing economic opportunity, and a high quality of life today and in the future.

MISSION STATEMENT

The WWDC mission is to bring business, labor, and the public sector together to shape strategies to best meet the local workforce and employer needs in order to create and sustain a more robust economy demanding higher skilled, higher paid workers.

To fulfill this mission, Board members, with the support of the Office of Workforce Development, work together to:

- Advise the Governor and the Legislature on workforce development policy.
- Promote a system of workforce development that responds to the lifelong learning needs of the current and future workforce.
- Advocate for the training and education needs of workers and employers.
- Facilitate new and creative solutions in workforce development policy and practices.
- Ensure system quality and accountability by evaluating results and supporting high standards and continuous improvement.



- Foster competitive opportunities that allow the sons and daughters of Wyoming to stay in or return to Wyoming.

MEMBERSHIP

Mr. Alan "Rocky" Anderson

International Brotherhood of Electrical Workers
Representation: Labor
Training Director
845 Donegal
Casper, WY 82609
Term Expires: 8/15/2006

Dr. Trent Blankenship

Department of Education
Superintendent
Hathaway Building, Second Floor
Cheyenne, WY 82002
Representation: Ex-Officio, Wyoming
Department of Education
Term Expires: 1/1/2007
Designee: Teri Wigert

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XIII.B. Appendix B – Description of the performance measures in the report

XIII.B.1. Participants Excluded from the WIA Performance Measures

Participants who exit from the program under the following conditions are excluded from the measures:

- Participants who exited from services because they were incarcerated, institutionalized, deceased or have health/medical condition that prevented them from participating in services were excluded from the measures.
- Additional exclusions apply to certain performance measures. These exclusions are identified in the specific descriptions of applicable measures that follow.
- **NOTE:** Federal WIA performance policies require that dislocated workers who are served through National Reserve Account (NRA) funds or National Emergency Grants be excluded from the calculation of the dislocated worker performance measures. However Wyoming did not utilize these funding sources to serve any of its clients during the reporting periods pertaining to Program Year 2002.

XIII.B.2. WIA PERFORMANCE TABLES

Table A. Customer Satisfaction Measures

Participant and Employer Satisfaction

Three standard survey questions are used to obtain customer feedback from participants. The same questions are also used to obtain customer feedback from employers. A customer satisfaction index is derived respectively for participants and employers, by applying the American Customer Satisfaction Index (ACSI).

Who is surveyed?

A random sample of WIA title I-B participant exiters are surveyed. Employers who have received a substantial service that has been completed are also eligible for the survey.

How Many (number obtained)?

Inasmuch as Wyoming is a small state (i.e., having less than 1000 exiters in a year and less than 1000 employers who are served by WIA in a year), the entire participant and employer populations are eligible to be surveyed. The response rate with valid contact



information must be a minimum of 50 percent from each group. This provides accuracy such that there is only a 5 in 100 chance that the results would vary by more than ± 5 points from the score that would be obtained if each participant had responded.

How (methodology)?

The responses are obtained using uniform telephone methodology. The rationale for only using telephone surveys include: the comparability of the rationale for the indicator for assessing performance levels is most reliable obtained with a telephone survey; telephone surveys are easily and reliably administered; and defining procedures for mailed surveys is more difficult than defining procedures for telephone surveys. Estimate of the cost of telephone surveys nationwide run an average of \$15 per completed survey.

When are Surveys Conducted?

The surveys are conducted on an ongoing basis within a time frame required by DOL for participants and employers. Eligible participants are contacted within 60 days of the exit date or the date that an exit date has been determined. Eligible employers are contacted within 60 days from the time the service has been completed, or if it is an ongoing service, within 60 days from the date that a full segment of service has been provided.

What are the Questions?

Question No. 1

Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided) through the WIA Program) from the Division/Department?

Very Dissatisfied									Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12

Question No. 2

Considering all the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of your Expectations" and "10" means "Exceeds Your Expectations".

Falls Short of Expectations									Exceeds Expectations	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12



the phrase “who exit during the quarter” is used frequently in the denominators of the measures. The phrase refers to exit quarter.

Operational parameter and definition of key terms are also provided to further clarify details needed to implement the measures. (Please see the definitions in the Glossary of Terms, Appendix C). Since many of the measures are identical or similar across funding categories, every attempt was made to define the measures as consistently as possible. This means that identical or similar measures use the same time periods and consistent operational parameters to the extent possible.

Most of the adult, dislocated worker and older youth measures are reported for the period of October 1, 2000, through September 30, 2001. This is because of the lag requirements that are built into the measures, which require the passage of extra quarters of time to obtain a year’s worth of data. The Twelve Months Employment Retention and Twelve Months Earnings Change/Replacement measures require even more time to produce. Therefore, they are reported for the time period of October 1, 2001 through September 20, 2002.

The younger youth measures, with the exception of the Younger Youth Retention Rate, all younger youth measures are reported for the period of July 1, 2001, through June 30, 2002. The retention rate is reported for the year October 1, 2000, through September 2001.

Adult Measures

Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Operational Parameters:

- Individuals who are employed at registration are excluded from this measure (i.e. programs are not held accountable for these individuals under this measure).
- Employment at registration is based on information collected from the registrant, not on unemployment insurance (UI) wage records.

Rationale

Incumbent and underemployed workers (i.e., individuals who were employed at registration) are excluded from this measure because the intent of the legislation clearly focuses on entering employment. It becomes very difficult to include individuals who are employed at registration without further complicating the measure and making it subject to misinterpretation. Individuals who are employed at registration can



demonstrate positive outcomes in the retention, earnings gain/replacement and combination employment and credential measures.

Adult Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit:

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter.

Operational Parameters:

- This measure includes only those who are employed in the first quarter following exit (regardless of their employment status at registration).
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure (i.e., programs are not held accountable for these individuals under this measure).
- Employment in the first and third quarters following exit does not have to be with the same employer.

Rationale

While the proposed measure does not necessarily indicate continuous employment for six months, it does meet the intent of the Workforce Investment Act by showing that the person is employed six months after entering employment. This measure requires verifying employment in the quarter after exit rather than relying on employment status at registration to be in aligned with the U.S. Department of Education, Vocational Rehabilitation services measure of employment retention.

Adult Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2+quarter 3 after exit) minus pre-program earnings (earning in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Operational Parameters

- This measure includes the same population as the adult employment retention measure, those who are employed in the first quarter following exit (regardless of their employment status at registration).
- To ensure comparability of this measure on a national level, UI wage records are the only data source for the measure. Therefore, individuals whose employment in either the first or third quarter after exit was determined from supplementary sources and not from the UI wage source, are excluded from the measure (i.e., programs are not held accountable for these individuals under this measure).
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- Individuals are excluded from this measure whose entry (registration) date is so far back in time that accessing quarter 2 and 3 of pre-registration wage data is unfeasible or unreasonable.



However, participants excluded from this measure for this reason are still included in any other applicable measures. For example, the person is still counted in the retention measure.

- If supplementary sources are the data source for a participant's employment in the 2nd and/or 3rd quarter prior to registration, that participant is excluded from this measure.

Rationale

This measure is designed as a pre-program and post-program look at earnings change. Since the legislation specifies earnings at six months after employment, a six-month period was selected for the pre-program comparison. The 2nd and 3rd quarters prior to registration were selected as the pre-program reference period because trends have shown that many program participants experience intermittent or stop-gap employment immediately prior to participant in employment and training programs.

Adult Employment and Credential Rate

Of adults who received training services:

Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Operational Parameters

- The numerator of this measure includes those who were employed in the first quarter after exit regardless of whether they were employed at registration.
- Credentials can be obtained while a person is still participating in services and up to three quarters following exit.

Rationale

This measure is limited to individuals who are in training because that is the only set of services that lead to attainment of a credential. To promote program integration and partner collaboration, this measure does recognize joint participation in WIA services and non-WIA funded training programs. This joint participation is considered a significant and necessary step toward building an integrated workforce investment accountability system. However, it should be noted that this also means that WIA funded programs are able to get credit for non-WIA funded training in addition to WIA funded training.

This measure includes all individuals who received training regardless of whether they had jobs at registration. It recognizes not only individuals who enter employment, but also incumbent workers, students and welfare-to-work participants, who have jobs or are placed in jobs, but continue receiving training services to attain more skills and better jobs. A time frame of three quarters after exit to obtain a credential is used to allow time for individuals to take tests, which may occur after training is completed and may only be offered once a year.



TABLE B – ADULT PROGRAM AT A GLANCE

Table B - Adult Programs At-A-Glance				
	Negotiated		Actual	
	Performance Level		Performance Level	
Entered Employment Rate	66.0		84.3	188 223
Employment Retention Rate	73.0		76.8	192 250
Earnings Change in Six Months	\$2,750		\$1,709	\$256,295 150
Employment and Credential Rate	47.0		51.7	125 242

TABLE C – OUTCOME FOR ADULT SPECIAL POPULATIONS

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	78.6	11 14	92.0	23 25	68.8	11 16	57.1	4 7
Employment Retention Rate	86.7	13 15	66.7	18 27	68.8	11 16	85.7	6 7
Earnings Change in Six Months	\$4,048	\$48,581 12	-\$3,406	-\$40,873 12	\$2,206	\$17,647 8	\$2,069	\$10,344 5
Employment and Credential Rate	57.9	11 19	63.6	14 22	47.1	8 17	33.3	2 6

Dislocated Worker Measures

Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.

Operational Parameters

- All dislocated workers are included because dislocated workers are either not employed or scheduled to lose their primary job for which eligibility for the dislocated worker program was based.

Rationale

This measure uses the same measurement quarters as the adult entered employment rate. The only distinction is that all dislocated workers are counted in this measure regardless of their employment status at registration.



Dislocated Worker Employment Retention Rate at Six Months

Of those are employed in the first quarter after exit:

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Operational Parameters

- Employment in the first and third quarters following exit does not have to be with the same employer.
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure (i.e., the program is not held accountable for these individuals under this measure).

Dislocated Worker Earnings Replacement Rate in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2+quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2+quarter 3 prior to dislocation).

Operational Parameters

- To ensure comparability of this measure on a national level, the UI wage records are the only data source for this measure. Individuals whose employment in either the first or third quarter after exit was determined from supplementary sources and not from UI wage records are excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).
- This measure includes the same population as the retention measure; those who are employed in the first quarter following exit.
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- If there is no date of dislocation or if the date of dislocation is after the WIA registration, the 2nd and 3rd quarters prior to registration are used. The registration date may not closely simulate the results from the 2nd and 3rd quarters prior to the dislocation quarter.
- Any individual whose entry (registration) date is so far back in time that accessing quarters 2 and 3 pre-dislocation/pre-registration wage data is unfeasible or unreasonable is excluded from the earnings replacement calculations. However, participants excluded from this measure for this reason are still included in any other applicable measure. For example, these participants are still counted in the retention measure.
- Calculation for this indicator is done on an aggregate basis.

Rationale

As opposed to the adult earnings measure that calculates post-program earnings increases as compared to pre-program earnings, the earnings replacement rate, which computes the percentage of pre-program earnings being earned following a person's exit from WIA, is being used for dislocated workers. This is because it is sometimes difficult to find



dislocated workers (formerly high paying jobs) a new job with equivalent or better wages: therefore measuring earnings increases might result in negative numbers and would not be representative of a dislocated worker's true success. Because a major goal of the dislocated worker program is to ameliorate earnings loss as well as to replace or increase earnings, a better measure of dislocated worker program's effectiveness is the percentage of earnings of the new job in relation to the job of dislocation. Also, the quarter prior to dislocation often includes severance pay or may reflect reduced hours. This is why quarter 2 and 3 prior to dislocation were chosen.

Dislocated Worker Employment and Credential Rate

Of dislocated workers who received training services:
 Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

Operational Parameters

- Same as the adult employment and credential measure.

Rationale

The rationale for this measure is the same as for the adult employment and credential measure.

TABLE E – DISLOCATED WORKER PROGRAM AT A GLANCE

Table E - Dislocated Worker Programs Results At-A-Glance			
	Negotiated	Actual	
	Performance Level	Performance Level	
Entered Employment Rate	64.0	92.3	131
			142
Employment Retention Rate	86.0	87.8	115
			131
Earnings Change in Six Months	94.0	93.0	\$688,218
			\$740,377
Employment and Credential Rate	47.0	62.3	76
			122



TABLE F – OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

Table F - Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced	
Entered Employment Rate	82.6	19 23	83.3	5 6	100.0	12 12	77.8	7 9
Employment Retention Rate	94.7	18 19	80.0	4 5	100.0	12 12	100.0	7 7
Earnings Change in Six Months	62.7	\$108,093 \$172,486	63.8	\$32,909 \$51,614	79.6	\$49,587 \$62,281	0.0	\$0 \$0
Employment and Credential Rate	63.2	12 19	60.0	3 5	41.7	5 12	44.4	4 9

Older Youth (Ages 19-21) Measures

Older Youth Entered Employment Rate

Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit: Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters

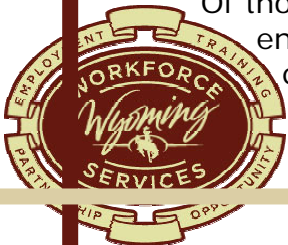
- Same as adult, except that individuals in both employment and post-secondary education or advanced training in the first quarter after exit are included in the denominator. Individuals who are not employed, but are in only post-secondary education or advanced training in the first quarter after exit, are excluded from this measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale

The exclusion of those individuals who move on to post-secondary education or advanced training and not employment avoids the disincentive of penalizing a program for placing an older youth in post-secondary education or advanced training. It better aligns the older youth measures with the younger youth measures, which reward programs for moving youth into post-secondary education or advanced training. Those individuals who are excluded from this measure due to entry into post-secondary education or advanced training are measured in the older youth credential rate.

Older Youth Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:



Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters

- Same as adult employment retention rate, except for those individuals who are employed in the first quarter and not employed in the third quarter following exit, but are in post-secondary education or advanced training during the third quarter following exit. These individuals are excluded from those measures (i.e., the program is not held accountable for these individuals under this measure).

Rationale

Same as adult employment retention rate, except that it would be unfair to penalize a participant who was employed in the quarter after exit, but left employment to start post-secondary education in the third quarter after exit. Therefore, those not employed in the third quarter after exit who are in post-secondary education or advanced training in that third quarter following exit are excluded from the measure.

Older Youth Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advances in the third quarter after exit: Total post-program earnings (earnings in quarter 2+ quarter 3 after exit) minus pre-program earnings (earnings in quarter 2+ quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.

Operational Parameters

- Same as adult average earnings change

Rationale

Same as adult average earnings change

Older Youth Credential Rate

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters

- As opposed to the adult and dislocated worker measures where a credential must be coupled with employment, for older youth, and older youth credential can be coupled with employment, entry into post-secondary education, or entry into advanced training.
- As opposed to the adult and dislocated worker measures where only those who received training services are included in the measure, all older youth exiters will be include in this measure.



- Credentials can be obtained while a person is still participating in services.

Rationale

The denominator is different from the adult and dislocated worker credential measure in that those two measures are subset of participants enrolled in training, while this measure includes all older youth. The reason is that there is not a specific activity of “training” in the youth program as there is in the adult and dislocated worker programs through individuals training accounts. Therefore, it is not possible to limit the measure to those enrolled in training.

TABLE H – OLDER YOUTH PROGRAM AT A GLANCE

Table H - Older Youth Results At-A-Glance			
	Negotiated	Actual	
	Performance Level	Performance Level	
Entered Employment Rate	62	86.7	52 60
Employment Retention Rate	77	81.6	62 76
Earnings Change in Six Months	\$2,345	\$2,854	\$137,001 48
Credential Rate	37	48.4	44 91

TABLE I – OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS

Table I - Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	92.3	12 13	100.0	1 1	84.6	11 13	85.2	46 54
Employment Retention Rate	92.9	13 14	100.0	1 1	80.0	12 15	80.6	54 67
Earnings Change in Six Months	\$1,474	\$11,793 8	\$5,980	\$5,980 1	\$1,254	\$11,285 9	\$2,757	\$118,565 43
Employment and Credential Rate	53.3	8 15	100.0	1 1	38.9	7 18	46.3	38 82

Younger Youth (Age 14-18) Measures

Younger Youth Skill Attainment Rate

Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills;

Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational readiness skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational goals set.

Operational Parameters



- This measure created an appropriate intermediate-type measure for youth who require more services, such as academic and soft skills development, prior to attaining a diploma or equivalency, employment, and post secondary education.
- If a participant is deficient in basic literacy skills, the individual must set, at a minimum, one basic skills goal (the participant may also set work readiness and/or occupational skills goals, if appropriate).
- WIA participants counted in this measure will be all in-school; and any out-of-school youth assessed to be in need of basic skills, work readiness skills, an/or occupational skills.
- All youth measured in this rate must have a minimum of one skill goal set per year and may have a maximum of three goals per year.
- The target date for accomplishing each skill goal must be set for no later than one year.
- The skill goal or the target date set can only be extended if the participant has a gap in service where they are placed in a hold status in which the participant is not receiving services but plans to return to the program. When they enter a hold status, the one-year clock for the goal target date stops. The clock begins again once the participant is no longer in a hold status.
- Goals will fall into the category of basic skills, work readiness, or occupational skills. Participants may have any combination of the three types of skill goals (three skill goals in the same category, two skill goals in one category and one skill goal in each category, etc.).
- Success of skill attainment goals is to be recorded in the quarter of goal achievement, while failure will be recorded in the quarter one year from the time the goal was set is not attained by such time.

Rationale

There is concern about the potential lack of comparability among State and local areas on this measure. At the same time, local flexibility is important because of the individual's service strategy philosophy. With these competing forces, it is important to set some guidelines to ensure comparability, while not being so proscriptive as to prevent participants from setting appropriate goals. Therefore, a maximum of three goals per persons in each year is allowable in order to prevent the setting of multiple minimum-level skills goals, while still encouraging participants to set goals in any one of the skill categories.

Younger Youth Diploma or Equivalent Attainment

Of those who register without a diploma or equivalent:

Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Operational Parameters



- If a younger youth exits WIA while still enrolled in secondary education, the individuals is excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).
- All younger youth (except those still in secondary school at exit and those who have already attained their diploma or equivalent prior to registration) will be assessed in this measure in the quarter after exit.

Rationale

Those participants who exit WIA while still enrolled in secondary education are excluded from the measure. This exclusion is because some participants may decide to leave the program before finishing high school. It would be impossible for those participants to have attained a diploma or equivalent at the time of exit is they are still enrolled in high school. This measure is intended to motivate program staff to continue services to participants until they attain a diploma or its equivalent.

Younger Youth Retention Rate

Number of younger youth found in one of the following categories in the third quarter following exit:

- Post secondary education
- Advanced training
- Employment
- Military service
- Qualified apprenticeships

Divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Operational Parameters:

- If the participant is in one of the placement activities listed above during the third quarter following exit, the individuals is counted as successfully retained (the participant does not have to remain in the same activity for the entire retention period, as long as the participant is found in one of the activities during the third quarter).
- If the participant exits WIA and does not enter into any of placement activities by the time retention is measures, the participant is counted in the denominator of the measure and it is reflected as a negative outcome.
- If a younger youth exits WIA while still enrolled in secondary education, the individual is excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale

This measure assesses retention in the third quarter following exit from the program. This measurement time period is consistent with the adult and dislocated worker retention period, which also measures retention in the third quarter following exit. The Workforce Investment Act stipulated one measure for younger youth placement and retention. Because of



the increasing emphasis on post-program measures, retention was chosen as the focus of this measure. To be consistent with the diploma/equivalency attainment rate and because it would be unfair to penalize those participants who exit while still in secondary school, the denominator of this measure does not include those who exit while still in secondary school.

How Summer Youth Activities fit Into Performance

Unlike the performance measurement system under the Job Training Partnership Act (JTPA) were participants in the separately funded summer youth program were not included in measuring JTPA youth outcomes, all WIA youth are measured as part of a comprehensive youth program assess by the core performance measures for youth. The majority of youth who have participated in the summer program in the past have been between the ages of 14 and 17. The participants would fall under the three younger youth measures; the skill attainment rate, the diploma/equivalency measure and the retention rate. An in-school youth who exits and returns to secondary school following participation in summer employment opportunities is not included in the youth diploma or equivalency rate or the younger youth retention rate. Such a participant would only be included in the skill attainment rate. Within the skill attainment rate, if the participant is not basic literacy skills deficient, a work readiness skills goal would be appropriate for a youth in summer employment opportunity. Therefore, it is in the best interest of the local One Stop Center to serve an in-school youth who is basic skills deficient all year long and not only in the summer employment opportunities component.

Out-of-school youth are included in all three younger youth measures because they do not return to secondary school following summer employment opportunities. Therefore, it is in the best interest of participants and of the local One Stop Center to serve out-of-school youth all year long and not only in summer employment opportunities. All older youth are included in the four older youth measures: entered employment, retention, earnings change and credential attainment, with exceptions in certain circumstance. All four of these measures are outcome measures assessed following exit. Older youth who participate in the summer portion of the program and exit are held to the same rules as any other youth who exits the program. Therefore, it is in the interest of local One Stop Centers to serve older youth who participate in summer employment opportunities in year-round services if the youth do not have a credential and/or job placement.



TABLE J – YOUNGER YOUTH PROGRAM AT A GLANCE

Table J - Younger Youth Results At-A-Glance				
	Negotiated		Actual	
	Performance Level		Performance Level	
Skill Attainment Rate	72.0	65.7	482	734
Diploma or Equivalent Attainment Rate	57.0	57.9	88	152
Retention Rate	54.0	50.8	101	199

TABLE K – OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS

Table K - Outcomes for Younger Youth Special Populations						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	58.8	30 51	66.3	177 267	64.6	102 158
Diploma or Equivalent Attainment Rate	45.5	5 11	70.0	28 40	40.0	18 45
Retention Rate	41.7	5 12	56.3	27 48	48.1	38 79

XIII.B.3. Table L-Other Reported Information

Table L contains other performance measures that are not part of the core measures mandated by the WIA. However, these measures are also required by the Act and therefore, they are included in this table.

Twelve Months Employment Retention Rate and Twelve Months Earnings Change (Adults and Older Youth) or Twelve Months Earnings Replacement (Dislocated Workers)

This information is reported for individuals who exited in the first quarter of the previous program year and the last three quarters of the second previous program year (i.e., 10/01/00 through 9/30/01), to enable the employment history of WIA exiters to be tracked for five quarters following exit.

Adult Employment Retention Rate at Twelve Months

Of those who are employed in the first quarter after exit:
 Number of adults who are employed in the fifth quarter after exit divided by the number of adults who exited.



Operational Parameters

- This measure includes only those who are employed in the first quarter following exit (regardless of their employment status at registration).
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- Employment in the first and fifth quarters following exit does not have to be with the same employer.

Rationale

While the proposed measure does not necessarily indicate continuous employment for 12 months, it does meet the intent of the Workforce Investment Act by showing that the person is employed 12 months after entering employment. Like the six months retention rates, this measure requires verifying employment in the quarter after exit rather than relying on employment status at registration.

Adult Average Earnings Change in Twelve Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exited.

Operational Parameters

- This measure includes the same population as the adult employment retention measure, those who are employed in the first quarter following exit (regardless of their employment status at registration).
- To ensure comparability of this measure on a national level, UI wage records are the only data source for this measure. Therefore, individuals whose employment in either the first, third, or fifth quarter after exit was determined from supplementary sources and not from the UI wage records are excluded from the measure.
- Individuals who are not employed in the first quarter after exit are excluded from this measure.
- Individuals whose entry (registration) date is so far back in time that accessing quarters 2 and 3 of pre-registration wage data is unfeasible or unreasonable, are excluded from this measure. However, participants excluded from this measure for this reason are still included in any other applicable measures.
- If supplementary sources are the data source from a participant's employment in the 2nd and/or 3rd quarter prior to registration, that participant is excluded from this measure.

Rationale

Like six-month earnings change rate, this measure is designed as a pre-program and post-program look at earnings change. Only a six-month period is used for the pre-program comparison because some states have difficult accessing UI wage records that were reported prior to 1999. However, the post-program wages are based on



earnings during the 4th and 5th quarters following exit, to satisfy the requirements of the WIA. The comparison shows the WIA program's success in helping participants to retain unsubsidized employment over the long term.

Dislocated Worker Employment Retention Rate at Twelve Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) divided by the pre-dislocation earnings (earnings in quarter 2 + quarter 3 prior to dislocation).

Operational Parameters

- Same as adult

Older Youth Employment Retention rate at Twelve Months

Of those who are employed in the first quarter after exit who are not enrolled in post-secondary education or advanced trainings in the third quarter after exit:

Number of older youth who are employed in the fifth quarter after exit divided by the number of older youth who exited.

Operational Parameters:

- This measure includes all individuals who are employed in the first quarter following exit, except those individuals who are employed in the first quarter and not employed in the third quarter following exit, but are in post-secondary education or advanced training third quarter following exit. These individuals are excluded from this measure.
- Employment in the first and fifth quarters following exit does not have to be with the same employer.

Older Youth Average Earnings Change in Twelve Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:

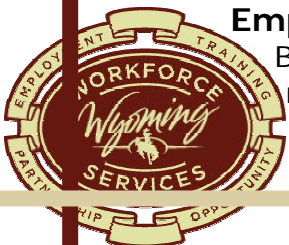
Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exited.

Operational Parameters

- Same as adult average earnings change, except that those that are enrolled in post-secondary education or advanced training are excluded.

Adult, Dislocated Worker and Older Youth Nontraditional Employment

Because the operational parameters, rationale and the calculation of non-traditional employment are the same for adults, dislocated



workers, and older youth, only one description is provided here. However, each measure was calculated separately for the report.

Of those (adults, dislocated workers, older youth) who entered employment in the quarter after exit:

Number of (adults, dislocated workers, older youth) who entered nontraditional employment divided by the number of (adults, dislocated workers, older youth) who entered employment.

Operational Parameters

- Both males and females can be in nontraditional employment.
- The determination of nontraditional employment may be made using either state or national data.
- This information can be based on any job held after exit.
- Participants must be employed in the quarter after exit to be included in the measure. Therefore, any adult who was not employed in the first quarter following the exit quarter is excluded from the measure.
- Nontraditional employment is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. Individuals who exited outside of this time period are excluded from the measure.

Rationale

Employment following exit is one of the primary goals for adults served by the WIA. Therefore, nontraditional employment is reported for these individuals. However, a negotiated performance level is not used for this measurement. Also, nontraditional employment needs to be confined to a particular job or quarter, to meet the requirements of the Act.

Adult and Dislocated Worker Training-Related Employment

Like the nontraditional employment measures, the operational parameter, rationale, and calculation of training-related employment are the same for adults and dislocated workers. Therefore, only one description is given for the report, while each measure was calculated separately. Training-related employment is not a performance measure of the older youth program.

Of those (adults, dislocated workers) who entered employment in the quarter after exit:

Number of (adults, dislocated workers) who entered training-related employment.

Operational Parameters

- This information is reported for individuals who exited during the first quarter of the program year and the last three quarters of the previous program year. If the exit occurred outside of this time period, the person is excluded from the measure.
- This information can be based on any job held after exit.



Rationale

While training-related employment is not one of the 17 core performance measures and a minimum performance level has not been negotiated with DOL for this measure, nevertheless training-related employment is considered to be an important indicator of the success of Wyoming's WIA program. It is recognized that a participant may not find training-related employment immediately upon exiting the WIA program. Therefore, training-related employment may be reported for any job that the individuals hold following exit.

Adult Wages at Entry Into Employment

Of those adults who were employed in the first quarter after exit:

Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters

- This information is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. If the exit occurred outside of this time period, the person is excluded from the measure.
- To ensure comparability of this measure on a national level, UI wage records will be the only data source used for this measure. Therefore, individuals whose employment was determined from supplementary sources are excluded from the measure.
- Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- Adults who are employed at registration are excluded from this measure.

Rationale

The measurement of wages at entry into employment pertains to wages that were earned in the first quarter following exit. While the person may have become employed prior to this quarter, the first quarter after exit is more likely to show wages for a complete quarter, thereby indicating a true level of success. Also, as with the entered employment rates described earlier in this section, incumbent and underemployed workers (i.e., individuals who were employed at registration) are excluded from this measure because the intent of the legislation focuses on entering employment. It becomes very difficult to include individuals who are employed at registration without further complicating the measure and making it subject to misinterpretation. Individuals who are employed at registration can demonstrate positive outcomes in the retention, earnings gain/replacement, and combination employment and credential measures.

Dislocated Worker Wages at Entry Into Employment

Of those dislocated workers who are employed in the first quarter after exit:

Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters

- Same as adult



Rationale

This measure uses the same measurement quarter as the adult wages at entry into employment rate. The only distinction is that all dislocated workers are counted in this measure regardless of their employment status at registration, as these individuals frequently are not dislocated until after they register for WIA. To exclude them from the measure, would mean that much of the dislocate worker population is excluded.

Older Youth Wages at Entry Into Employment

Of those older youth who are employed in the first quarter after exit:
Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters

- Same as adult, except that older youth who are not employed but who are in post-secondary education or advanced training in the first quarter after exit are excluded from the measure.

Rationale

An additional parameter is added for older youth because of their involvement with post-secondary education and/or advanced training. Otherwise, the rationale for this measure is the same as that given for the adult wages at entry into employment.

TABLE L – OTHER REPORTED INFORMATION

Table L - Other Reported Information										
	12 Month Employment Retention Rate		12 Month Earnings Change Adults and Older Youth		Placements for Participants in Nontraditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
			or							
			12 Month Earnings Replacement (Dislocated Worker)							
Adults	67.6	175 259	\$3,427	\$651,143 190	5.32	10 188	\$3,545	\$485,724 137	59.35	92 155
Dislocated Worker	72.0	90 125	94.2	\$886,572 \$941,588	2.29	3 131	\$4,837	\$483,680 100	58.41	66 113
Older Youth	68.1	47 69	\$2,208	\$121,420 55	1.92	1 52	\$2,329	\$83,835 36		

XIII.B.4. Table M-Participation Levels

Table M contains no performance data. It is a listing of the number of participants and exiters for PY 2002.



TABLE M – PARTICIPATION LEVELS

Table M - Participation Levels		
	Total Participants Served	Total Exiters
Adults	746	362
Dislocated Workers	257	108
Older Youth	194	87
Younger Youth	846	357

XIII.B.5. Table N-Cost of Activities Information

This financial data is required cumulatively on an accrual basis by program year.

Total Federal Spending for Local Adult, Local Dislocated Worker, and Local Youth Funding Stream Activities

This is the total accrued expenditure (federal outlays), which are the sum of actual cash disbursements for direct charges, for goods and services, plus:

- Net increase or decrease in amounts owed by the recipient for goods and other property received; for services performed by employees, contractors, sub-grantees, and other payees and other amounts becoming owed for which no current services or performance is required. These entries are strictly program costs, which are reported on the WIA Financial Status Report (FSR) (ETA 9076 D, E, and F) (not including administrative costs). This data loosely matched the data submitted on the June 30 FSR. Minor variances could occur based on the required due dates of August 15 or WIA FSR data and December 1 for the Annual Report.

Total Federal Spending for Rapid Response Activities

This is the total accrued expenditure of the up to 25% Dislocated Worker funds that Wyoming reserved for Statewide Rapid Response activities, for the program year. The entry closely matches the entry on the June 30 WIA FSR (ETA 9076-B) with variances that may occur due to the difference in report due dates.

Total Federal Spending Statewide Required Activities

The Federal Spending Column includes only the sum of total federal outlays used for required statewide activities (up to 15%). This also



includes all federal costs (program and administrative) used for operating the fiscal and management accountability system.

Statewide Allowable Activities Program Activity Description

In the Program Activity Description Column, State **may** individually describe the activities for which the State used any of the total federal programmatic outlay for the up to 15% allowable activities (e.g., funds passed through to local programs for use with Summer Employment opportunities). All of the activities are individually describes for which 10 percent or more of these funds were spent. A miscellaneous description line also included for all activities that are not required to identify individually (because the outlay for the activity accounted for less than 10 percent of these funds) or chose not to identify individually. This does not include administrative outlays.

Total Federal Spending by Statewide Activities (15%) Allowable Activities

This column includes the sum of total federal programmatic outlays used for activities. States may report any of these costs and should report costs which equaled 10 percent or greater of the total federal outlay for the up to 15% Statewide or Statewide allowable activities. Miscellaneous outlays are also included for all activities that are not required to be identified individually (because the outlay for the activity accounted for less than 10 percent of these funds) or because the state chose not to identify these activities individually. Excluded from this response are administrative outlays.

Total of All Federal Spending Listed Above

This sum is the total Federal Outlays for Adult, Dislocated Worker, and Youth Funding Stream Activities, Rapid Response Activities, Statewide Required Activities (up to 15%), plus Statewide Allowable Activities included in Table N. (Please note: Since this response is the sum of the amounts listed on each of the lines in the Total Federal Spending column, it does not exceed the sum of the other lines).

TABLE N – COST OF ACTIVITIES INFORMATION

Table N- Cost of Program Activities			
	Program Activity		Total Federal Spending
Local Adults			\$ 2,359,910
Local Dislocated Workers			1,063,077
Local Youth			2,365,997
Rapid Response			6,490
Statewide Required Activities			1,129,080
Statewide Allowable Activities			
	Senior Citizens Employment & Training	48,163	
	Total Statewide Allowable Activities		48,163
	Total of All Federal Spending Listed Above		\$ 6,971,617



Table O -Local Performance

This table was designed by DOL for states that have multiple local workforce investment areas, so that WIA performance could be reported for each area. Inasmuch as Wyoming is a single statewide workforce area for WIA purposes, this table is a summary of information that is already reported in Tables A through K.

In only one area (i.e., Younger Youth Skills Attainment) did Wyoming performance at a level that was lower than the level negotiated with DOL. However, even in this area, the state achieved a performance rate that was more than 80 percent of the negotiated level. Wyoming's performance in each of the other measures exceeded the negotiated level.



TABLE O – LOCAL PERFORMANCE

Table O - Local Performance (Include This Chart for Each Local Area In The State)			
Local Area Name		Adults	746
<u>State of Wyoming</u>	Total Participants Served	Dislocated Workers	257
		Older Youth	194
		Younger Youth	846
		Adults	362
ETA Assigned #	Total Exiters	Dislocated Workers	108
<u>56005</u>		Older Youth	87
		Younger Youth	357
		Negotiated Performance Level	Actual Performance
Customer Satisfaction	Program Participants	70.0	76.9
	Employers	68.0	80.5
Entered Employment Rate	Adults	66.0	84.3
	Dislocated Workers	64.0	92.3
	Older Youth	62.0	86.7
Retention Rate	Adults	73.0	76.8
	Dislocated Workers	86.0	87.8
	Older Youth	77.0	81.6
	Younger Youth	54.0	50.8
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$1,709
	Dislocated Workers	94.0	93.0
	Older Youth	\$2,345	\$2,854
Credential/Diploma Rate	Adults	47.0	51.7
	Dislocated Workers	47.0	62.3
	Older Youth	37.0	48.4
	Younger Youth	57.0	57.9
Skill Attainment Rate	Younger Youth	72.0	65.7
Description of Other State Indicators of Performance (WIA §136(d)(1)) (Insert additional rows if there are more than two Other State Indicators of Performance)			
NONE			
Overall Status of Performance	Not Met	Met	Exceeded
	1	3	13
<p>Note: All Core Performance Measures except Credential/Diploma rate for Dislocated Workers and Older Youth met or exceeded the 80%-of Negotiated Performance set by the Department of Labor for Program Year 2000</p>			



XIII.C. Appendix C – Wyoming Industry Example

The Earnings Replacement Rate measure is difficult to achieve due to the fact that dislocated workers who have experienced layoffs tend to have higher earnings based on their skills and seniority in the workplace, making it hard to fully replace their wages.

It is also believed that fluctuations in industries such as mining are responsible for the decrease in this measure, illustrated in Figure A, which indicates that average weekly earnings in the mining industry are significantly less in PY 2002 compared to PY 2001. Also illustrated is the fact that the average weekly wage statewide is far less than half of the average weekly wage received by someone in the mining industry.

Figure A – Wyoming Private Employing Units, Employment, & Wages by Industry – Mining

Year	Quarter	Units	Mining		All Industries
			Total Wages	Average Weekly Wage	Average Weekly Wage
2000	4 th	841	\$307,361,372	\$1,338	\$ 561
2001	1 st	759	228,090,560	1,054	521
	2 nd	807	238,070,917	1,023	527
	3 rd	828	243,688,779	987	527
	4 th	827	259,039,112	1,046	580
2002	1 st	818	255,436,529	1,090	547
	2 nd	844	233,243,214	1,012	547

Source: Wyoming Dept. of Employment, Research and Planning, ES-202 Report



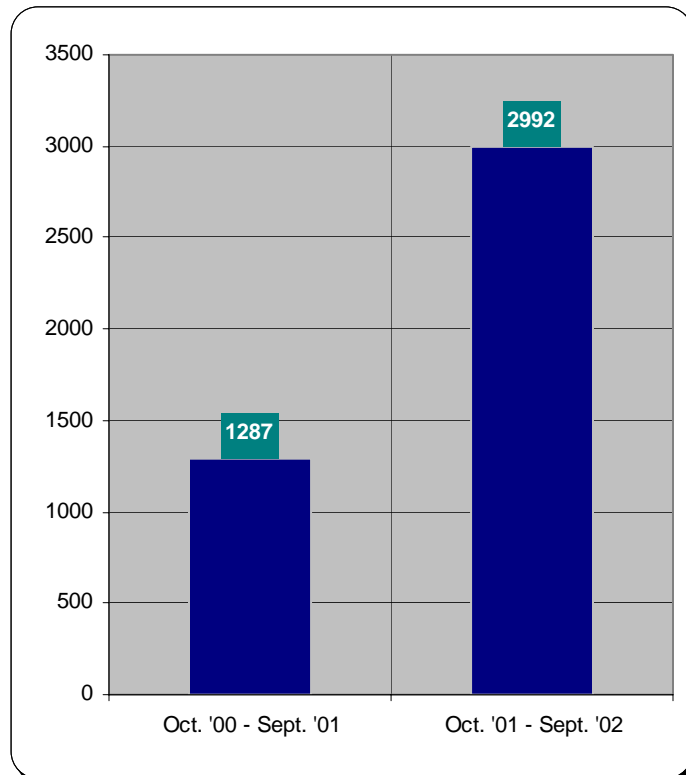
Figure B – Statewide Normalized Initial Claims for Mining

Figure B shows that the number of unemployment claims in mining-related industry for PY2002 was 1,705 claimants higher than in PY 2001.

Taking these two figures together, one can assume that individuals that left mining industry did not enter into employment with comparable wages to those they previously received. Further research needs to be conducted to find the industries that individuals leaving the mining industry are entering and what wages individuals leaving the mining industry are making, but trends indicate that a person leaving the mining industry would make a significantly lower wage thereafter.



XIII.D. Appendix D – Glossary of Terms

The following definitions are those that are frequently needed by the case managers/career advisors. For a full list of definitions see the Workforce Investment Act (WIA) and/or the WIA Final Regulations.

Actual Performance Level – The actual performance level on the core indicators of performance for the groups of individuals specified on the table.

Administrative Entity – Wyoming Training Section (WTS). The WTS administers all of the WIA program requirements for the State of Wyoming.

Advanced Training – An Occupational skills employment/training program, not funded under title I of WIA, which does not duplicate training received under title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

Basic Literacy Skills Deficient – The individual completes or solves problems, reads, writes, or speaks English at or below the 8th grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. In addition, States and locals have the option of establishing their own definition, which must include the above language. In cases where States and/or locals establish such a definition that definition will be used for basic literacy skills determination.

Basic Skills Goal – Measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

Case Management – The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, and provide job and career counseling during program participation and after job placement. *Reference WIA 101(5)*

Credential – Nationally recognized degree or certificate of State/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skills standards, and licensure or industry-recognized certificates. This included all Wyoming Education Department-recognized certificate. In addition, credential certificates may be given in recognition of the successful completion of the training services listed above that are designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment.

Date of Dislocation – The last day of employment at the dislocation job. If there is no date of dislocation, the date of WIA registration is used instead.

Dislocated Worker - An individual who-*Reference WIA 101(9)*

- Has been terminated or laid-off, or who has received a notice of termination or layoff from employment;
- Is eligible for or has exhausted entitlement to unemployment compensation; or
- Has been employed for a duration sufficient to demonstrate to the appropriate entity at a one-stop center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
- Is unlikely to return to his/her previous industry or occupation;
- Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;



- Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or

Note: For purposes of eligibility to receive services other than training services describes in section 134(d)(4), intensive service described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

- Was self-employed (including farmers and ranchers) and is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- Is a displaced homemaker.
- Received service (other than self-service and informational activities) funded with dislocated worker program funds.

Displaced Homemaker – An individual who has been providing unpaid services to family member in the home (WIA section 101(10) and (1) has been dependent on the income of another family member but is not longer supported by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment or For the purposes of carrying out innovative Statewide activities noted in WIA section 134, the following individuals may also be counted as displaced homemakers WIA section 134(a)(3)(A)(vi)(I); individuals who are receiving public assistance and are within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).

Eligible Training Provider – Is a HEA (Higher Education Act), NAA (National Apprenticeship Act) or other entity that meets the initial or subsequent eligibility requirements as established by WIA Section 122 and by state policies. All perspective training providers must complete an application to establish the training provider's eligibility to provide training services. Eligible training providers must sign an agreement and agree to provide performance and cost information on the training programs the provider proposes to place on the list of approved training programs. All approved training programs offered by an eligible training provider must meet the minimum performance requirement as established by the WWDC (Wyoming Workforce Development Council). Training programs offered by eligible training providers must lead to a degree, certificate, or license recognized by a certifying or accrediting entity or agency.

Employed at Registration – An individual employed at registration is one who, during the 7 consecutive days prior to registration, did any work at all as a paid employee, in his or her own business, profession or farm, worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family, or is one who was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job.

Employed in Quarter After Exit Quarter – The individual is considered employed if UI wage records for the quarter after exit show earnings greater than zero. UI wage records will be the primary data source for tracking employment in the quarter after exit. When supplemental data sources are used, the individuals are counted as employed if, in the calendar quarter after exit, they did any work at all as a paid employee (i.e., received at least some earnings), worked in their own business, profession, or worked on their own farm.

High School Diploma Equivalent – GED or high school equivalency diploma recognized by the State of Wyoming.

Individuals Who Received Training Services – Individuals who received services for adults and dislocated workers described in WIA section 134(d)(4)(D).



Individuals With Disabilities - Individuals with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

Military Service – Reporting for active duty.

Negotiated Performance Level – The level of performance negotiate between Wyoming and the U.S. Department of Labor (DOL).

Nontraditional Employment – Employment in an occupation of field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work (WIA section 101(26)). This determination may be made using either state or national data. Both males and females can be in nontraditional employment.

Not Employed at Registration – An individual who does not meet the definition of employed at registration.

Occupational Skills Goal – Primary occupational skills encompasses the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advance levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

Older Individuals – Individuals aged 55 years or older at the time of registration.

Older youth – Individuals age 10 to 21 at registration who received youth activities funded by youth program funds.

Out-of-School Youth – An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed. (For reporting purposes only: All youth except those who are attending any school and have not received a secondary school diploma or its recognized equivalent and except those who are attending post-secondary school and are not basic skills deficient.

Post-Secondary Education – A program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Program Year (PY) 2001 – The period of July 1, 2001, to June 30, 2002, for adult and dislocated worker programs and from April 1, 2001, to March 31, 2002 for youth programs.

Program Year (PY) 2002 – The period of July 1, 2002, to June 30, 2003, for adult and dislocated worker programs and from April 1, 2002, to March 31, 2003, for youth programs.

Public Assistance Recipients – Individuals who receive Federal, State, or local government cash payments for which eligibility is determined by a needs or income test (WIA section 101(37)). The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during participation. Receipt of foster child payments should not be counted as public assistance. In Table C, Public Assistance Recipients are only those individuals who received Intensive or Training Services.

Qualified Apprentice – A program approved and recorded by the ETA/Bureau of Apprenticeship and training (BAT) or by a recognized State Apprenticeship Agency (State Apprenticeship Council). Approval is certified registration or other appropriate written credential.

Registrant – An applicant who has been approved by the Gatekeeper to be served in a title I program.



Total Exitters – The total number of WIA registrants who exited WIA, per funding category, in the program year. Each individual becomes part of an exit cohort, a group which is determined to be the exitters within a particular quarter and are looked at together for measurement purposes. There are two ways to determine exit:

1. a registrant who has a date of case closure, completion of known exit from WIA-funded or non-WIA funded partner service within the quarter (hard exit);
2. a registrant who does not receive any WIA-funded or non-WIA funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).

Registrants who have a planned gap in service of greater than 90 days are considered to have exited if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participation in services. When this happens, career advisors document any gap in service that occurs and provide a reason for such a gap in service. Registrants who exit from services because they are incarcerated, deceased or have a health/medical condition that prevents the individual from participating in services, should be excluded from the measures. Once a registrant has not received any WIA-funded or partner services, except follow-up services, for 90 days, and there is no planned gap in service, then that participant has exited WIA for the purpose of measurement in 14 of the 17 core measures (the younger youth skill attainment rate, employer customer satisfaction measures are not based on exit). The exit date is the last date of WIA-funded or partner services received (except follow-up services). For a soft exit, the date of exit cannot be determined until 90 days have elapsed from the last date of service. At that point, the exit date recorded is the last date of service. The exit quarter (referred to throughout the definition of the measures) is the quarter in which the last date of service (except follow-up services) takes place. If a registrant exits WIA and received future WIA services after exiting, that registrant is treated as a new registrant for purposes of the core measures and will be included in the appropriate measures.

Total Participants - The total number of individuals served by WIA title I-B funds, per funding category, during the program year. This includes individuals who received services with adult, dislocated worker, youth and 15% funds. This does not include individuals who only participate in National Emergency Grant services or only participated in self-service or informational activities.

Training-Related Employment – Employment in which the individual uses a substantial portion of the skills taught in the training received by that individual.

Training Services – Includes WIA-funded and non-WIA funded partner training services. These services include: occupational skills training, including training for nontraditional 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 in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Veterans – Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

Wyoming State Youth Council (SYC) – The council that served as the local youth board for the State of Wyoming.

Work Readiness Skills Goal – Work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival, daily living skills such as using the phone, telling time,



shopping, renting and apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working weekly with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

Wyoming Workforce Development Council (WWDC) – The council that serves as the State and Local Workforce Investment Board for the State of Wyoming.

Youth – A low-income individual who is not less than age 14 and not more than age 21 at the time of registration for Workforce Investment Act services. The individuals must have one of the following barriers:

- Deficient in basic literacy skills;
- A school dropout;
- Homeless, a runaway, or a foster child;
- Pregnant or a parent;
- An offender;
- An individual who requires additional assistance to complete an education program, or to secure and hold employment.



XIII.E. Appendix E – The Department of Workforce Services Programs

Adult Basic Education (ABE)

Individualized and group instruction is provided for adults, 16 years of age and up, in basic literacy: reading, writing, speaking, math and computer skills. English literacy instruction and civics classes are available for non-English speaking adults and those pursuing U.S.A. citizenship. Adult secondary education, which can be individualized and/or group instruction, is also offered to prepare students to complete the GED tests. Instruction is predominantly free and non-credit. The majority of classes are open entry/open exit to meet individual needs.

Alien Labor Certification

Alien Labor Certification is generally considered to be a service to employers. Employers may wish to hire foreign workers when they cannot fill their positions with workers who are citizens of the United States.

Certain foreign workers may not obtain a visa for entrance into the United States in order to engage in permanent employment unless:

1. there are not sufficient United States workers who are able, willing, qualified and available at the time of application for a visa and admission into the United States and at the place where the alien is to perform the work, and
2. the employment of the alien will not adversely affect the wages and working conditions of United States workers similarly employed.

DWS employees assist the employer to apply for an immigrant labor certification. The application process assures that DWS monitors the hiring of foreign labor in a manner that is fair to employers, Wyoming employees, and foreign labor in both agricultural and non-agricultural industries. Certifications are granted or denied at the federal level.

Employment Centers throughout the state work with the Jackson (for nonagricultural employment) and Rawlins (for agricultural employment) Employment Centers to provide these services.



Business Enterprise Program (BEP)

The Business Enterprise Program provides consulting services for those Division of Vocational Rehabilitation (DVR) clients who are interested in becoming self-employed. It offers assistance with:

- learning how to do market research;
- writing business plans;
- determining start up costs; and
- setting up and operating a business.

The BEP is also responsible for vending machine placement and services in state as well as some privately owned buildings. Cafeterias and other business enterprises operating in state buildings are, in some instances, the responsibility of the BEP.

Disability Determination Services “Versa Case Expert” System

The Division of Vocational Rehabilitation’s Disability Determination Services (DDS) office processes disability claims for the Social Security Disability Insurance (Title II) and the Supplemental Security Income (Title XVI) programs of the Social Security Act. DDS uses the “Versa Case Expert” automated computer system to issue letters requesting medical, psychological and vocational information for each claimant. The “Versa Case Expert” system tracks obligations and payments associated with purchasing medical records and consultative examinations, which are used by DDS staff to determine each claimant’s eligibility.

DDS’s “Versa Case Expert” program, which operates on an IBM AS/400 computer system, can download information from and upload information to the Social Security Administration’s national mainframe system.

Disabled Veterans Outreach Program (DVOP)

The program provides development of job training opportunities for veterans, with special emphasis on veterans with service-connected disabilities. DVOP specialists provide direct services to veterans enabling them to be competitive in the labor market. Outreach and assistance is offered to disabled and other veterans by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training. Veterans are linked with appropriate jobs and training opportunities through work with employers, veterans organizations, the federal Departments of Veterans Affairs (VA) and



Defense and with community-based organizations.

DVOP specialists serve as case managers for those veterans enrolled in federally funded job training programs and for other veterans with serious disadvantages (such as age or disabilities that are not VA related) in the job market. Specialists also assist as facilitators in the Transition Assistance Program (TAP) to meet the needs of separating service members during their period of transition into civilian life.

Federal Bonding Program

The Federal Bonding program provides fidelity bonding to cover theft of property or money for individuals who are generally refused commercial bonding, as being high risk. These include ex-offenders, credit risks, ex-addicts, persons lacking work history and veterans who received a dishonorable discharge. A \$5,000 bond is provided at no cost and without a deductible for the first six months of employment. Coverage starts the first day of work. The employer may renew the bond by requesting renewal 30 days before the expiration of the bond, but will be charged for the new bond.

Coverage may be requested by the employer or applicant. A job offer and start date for employment of a minimum of 30 hours per week is required. Workers being promoted also, qualify for the bond. Application can be made at any Employment Center or through the State Bonding Coordinator. There are no forms to complete. The application is completed by staff and the employer receives the notification of coverage.

Food Stamp Employment & Training Program (E&T)

The Food Stamp Employment and Training Program (E&T) is a program designed to promote self-sufficiency through employment for mandatory food stamp applicants and recipients. Currently, participants are referred to Curtis & Associates for job readiness, job search, job retention and job advancement training provided via workshops for up to two months in a year. The Benefit Specialist tracks the participants on the JAS computer system.

Due to limited funding, the program is currently available in Converse, Laramie, Natrona, Park, Sheridan and Sweetwater counties. If federal funding increases, DFS will offer more activities on a statewide basis.



General Educational Development (GED)

Wyoming's GED testing centers, located throughout the state, are responsible for administering the GED high school equivalency tests to adults age 18 and over. Seventeen year olds can take the GED tests after approval of an official GED age waiver. Sixteen year olds can take the GED tests if they are court-ordered to do so. The GED tests include five tests and can be completed in approximately seven hours. Testing dates and times can be obtained by contacting the local GED testing center.

The Wyoming GED office (located in the DWS State Office in Cheyenne) issues official GED certificates and transcripts and also issues duplicates of both. Requests for GED certificates and/or transcripts must be made in writing by the GED recipient. It takes up to two weeks for the certificate and/or transcript processing after the GED office receives a duplicate certificate/transcript request. Special testing accommodations can be made upon approval of an official GED accommodation request. GED testing fees are approximately \$50.00.

Independent Living Services

Independent Living services in Wyoming are facilitated on a contractual basis through the Division of Vocational Rehabilitation by the State's two Part C funded Independent Living Centers, Wyoming Independent Living Rehabilitation (WILR) in Casper and Wyoming Services for Independent Living (WSIL) located in Lander. These centers serve to promote a philosophy of independent living, including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, and independence and productivity of individuals with disabilities.

The Independent Living (IL) Programs provide a variety of services to persons whose significant disabilities preclude maintaining employment, at least in the short term. WILR and WSIL provide independent living services through a combination of delivery methods. Each program provides services through the use of Center staff and outreach workers located throughout the State. Through a combination of delivery methods from the two centers, IL services are available to individuals with significant disabilities in every county around Wyoming. Mandated core services provided to all eligible consumers include Information and Referral; Independent Living Skills Training; Peer Counseling; and Individual and Systems Advocacy. In addition to the core services, an array of services are also available to eligible consumers through either referral or direct service provision.



Local Veterans Employment Services

Local Veterans Employment Representatives (LVER) ensures assistance is being provided to veterans - including services for hard to place veterans with special needs. Some of the services provided are:

- job referral and placement
- job search workshops
- assistance in writing resumes, cover letters and completing employment applications
- benefits counseling
- vocational guidance and counseling
- development of training opportunities
- assistance in resolving problems with the Veterans Administration (VA) such as help in obtaining or correcting the information on discharge papers (a DD214)
- help in arranging medical assistance
- Transitional Assistance Program (TAP) presentations
- monitoring of federal contractors and job orders (to assure veterans are given hiring preference as required by federal law)
- case management for veterans who are completing educational training through the VA and who will be entering the workforce within the next 6 months

Migrant and Seasonal Farmworker Programs

The Migrant and Seasonal Farmworker program (MSFW) assists migrant and other seasonal employees engaged in farm work and their families to achieve economic self-sufficiency through employment and referral to training and other related services that address their employment related needs.

In Wyoming, these services are provided primarily in the beet farming communities in the Big Horn basin and in the Torrington area during the summer months. Since our migrant and seasonal farmworkers are mostly Spanish speaking, the Employment Centers hire bilingual employees to provide services. MSFW specialists are very knowledgeable about services available in their communities for these individuals.



Native American Services

There are employees of the Department of Family Services (DFS) located on the reservation who make eligibility determinations for the Food Stamp and medical programs. Federal regulations require a State worker to process Food Stamp and medical program benefits. These Benefit Specialists work in conjunction with the Tribal TANF worker to assure correct benefits are authorized.

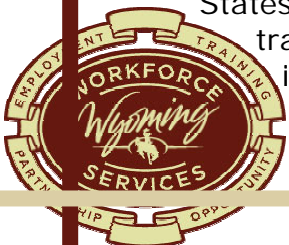
The Tribal TANF worker is NOT a DFS employee. The TANF program allows tribes to elect to administer and operate their own TANF program. In Wyoming, there are two Tribal TANF programs, one for the Northern Arapahoe tribe and one for the Eastern Shoshone tribe. The State must provide the tribal programs with a portion of the TANF funds granted to the State. The Tribal TANF programs include work program activities through the Native Employment Works (NEW) program. The tribal programs do not necessarily have the same eligibility requirements as the State TANF program.

Staff of the Department of Workforce Services' Riverton Employment Center visit the Wind River Reservation at the Tribal Employment Rights Office (TERO) on a weekly basis. Staff also make weekly visits to the Arapaho TANF office to assist customers with employment related information. The TERO office sends staff on a weekly basis to the Riverton Employment Center to assist Native Americans who come to the Center for employment related assistance. The Riverton Employment Center office shares job opportunities with the TERO office.

Staff of the Employment Resources Division works with the Wyoming Indian School to present job fairs in cooperation with the TERO office. The Division is represented on the St. Stephens Schools to Careers Committee. There is an excellent spirit of cooperation and an ongoing presence on the reservation.

North American Free Trade Agreement -Trade Adjustment Assistance (NAFTA-TAA)

The North American Free Trade Agreement (NAFTA) called for the gradual removal of tariffs and other trade barriers on most goods produced and sold in North America. NAFTA became effective in Canada, Mexico and the United States on January 1, 1994. NAFTA forms the world's second largest free-trade zone, bringing together 365 million consumers in an open market in Canada, Mexico and the United States.



Workers who lose a job as a result of NAFTA are eligible for all services and benefits provided under the Trade Adjustment Assistance (TAA) program, which is described in a subsequent section.

Reemployment Program

The purpose of the reemployment program is to improve the quality and the quantity of reemployment services offered to unemployment insurance claimants and to provide early intervention activities by adding staff to work with those claimants. Reemployment staff focus on working with the claimant with the goal of helping them return to employment quickly, therefore, reducing the duration of the unemployment insurance claim. A Reemployment Specialist was added to the Casper, Cody, Evanston, Riverton and Rock Springs offices because they have the highest rates of unemployment.

Senior Community Service Employment Program (SCSEP)

SCSEP provides grants to state governments and national non-profit organizations for programs which subsidize part-time community service placements for disadvantaged older adults. Local public and private non-profit organizations benefit from the program by obtaining the subsidized services of senior community service enrollees. The dual purpose of the program is to provide useful community service assignments for the enrollees while promoting transition to unsubsidized employment.

Social Security Disability Determination Services (DDS)

Disability Determination Services (DDS) are a part of the Division of Vocational Rehabilitation and the program answers directly to the Division Administrator at the state level. DDS personnel make decisions of disability and blindness for both Title II (Social Security Disability Insurance or SSDI) and Title XVI (Supplemental Security Income or SSI) of the Social Security Act on behalf of the Commissioner of the Social Security Administration (SSA). The DDS program is 100% federally funded and regulated.

The process begins at the local SSA Field Office when the claimant files for disability. Following preliminary technical eligibility approval by SSA, the DDS completes development and adjudication (appeal) of the medical, psychological and vocational factors of eligibility. To be eligible for disability benefits, an individual must be unable to engage



in any substantial gainful activity by reason of any medically determinable physical or mental impairment(s), which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than 12 months. The decision is made jointly by a state disability evaluator, physician and/or psychologist team. Two levels of appeal are presently adjudicated in the DDS program. Additionally, the DDS provides a certified Administrative Hearing Officer to adjudicate appeals when benefits are terminated due to medical improvement.

Case managers often encourage or require participants to apply for SSDI or SSI benefits as a potential source of income and medical coverage. Once eligibility has been established, individuals are qualified for medical benefits under the Medicare/Medicaid provisions respectively. These participants are directly affected by DDS during the application and adjudication process through determination of their medical eligibility for disability benefits. Case managers will sometimes be asked to provide information as a "collateral contact" to DDS staff regarding an applicant's activities of daily living and level of functioning.

State Adult Student Financial Assistance (SASFA)

SASFA is a state-funded program that allows individuals who qualify for cash assistance under the Temporary Assistance for Needy Families (TANF) program (known as the POWER program in Wyoming) to participate in postsecondary education without any other work requirement. Because this is a state-funded program, SASFA participants are not included in the federally required participation rates and benefit time limits may not apply for participants in good standing with the program.

The Wyoming State Legislature was very specific about the requirements that must be met in order for an individual to be eligible to participate in SASFA and the conditions that must be met in order to continue in the program. Eligibility requirements include participation in employment (has been employed at least 32 hours per week for at least 10 of 16 weeks prior to starting the educational program) and minimum requirements for hours and grades. Individuals must also have graduated from a Wyoming high school or must meet a residency requirement.

Temporary Assistance for Needy Families/Personal Opportunities With Employment Responsibilities (TANF/POWER) Work Program

The federal Temporary Assistance for Needy Families (TANF) program is known as the Personal Opportunities With Employment Responsibilities (POWER) program in Wyoming. As a condition of eligibility for cash



assistance, mandatory individuals must be referred to and participating in the POWER work program. Curtis & Associates are currently contracted to provide work program case management. Curtis staff also provide intensive job readiness, job search, job retention and job advancement services to work program participants known as “job seekers”.

State accountability is measured by federally mandated participation rates. Failure to meet the participation rates could result in a funding penalty. There is a separate rate that measures only two-parent families and a rate that measures all families. Job seekers must be in “countable” activities for a minimum number of hours in order to factor into the federally required participation rates in a positive manner. Countable activities are limited to: unsubsidized and subsidized employment; work experience; on-the-job training; job readiness, job search, job retention and job advancement activities; vocational educational training for 12 months and high school or GED for teen parents only. High school or GED and very short term job skills training may be allowed if an adult first participates for 20 hours per week in one of the countable activities.

Job seekers work with the case manager to write an Individual Responsibility Plan (IRP) which must be followed in order to remain in compliance with the work program. Case managers take into consideration the job seeker’s strengths and challenges on an individual basis when negotiating the plan. Plans provide detailed steps the job seeker must achieve to reach self-sufficiency.

Trade Adjustment Assistance (TAA)

TAA is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased foreign imports. Workers may be eligible for training, a job search allowance, a relocation allowance, and other reemployment services. Additionally, weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers following exhaustion of unemployment insurance benefits. Workers who lose their jobs as a result of the North American Free Trade Agreement (NAFTA) are also eligible to receive all TAA services and benefits.

An application can be filed at any Wyoming Employment Center for a determination of individual eligibility for Trade Adjustment Assistance and Trade Readjustment Allowance (TRA) benefits.



Vocational Rehabilitation (VR)

Employment for people with disabilities is the primary objective of the Division of Vocational Rehabilitation. Evaluation of rehabilitation needs, vocational rehabilitation counseling and guidance, referral services, assistive technology and job development and job placement are the core services available to clients. Other services include diagnostics and evaluation, vocational training and transportation. Any service provided must directly assist the individual to become employed. The client and counselor work together to develop an individualized program that outlines the objectives and services required to accomplish the client's vocational goal.

Wagner-Peyser

This term refers to the federal bill that authorizes the nationwide employment exchange system. The Wagner-Peyser Act was passed in the 1930's to ensure employers had access to a skilled workforce. In the post World War II era, a nationwide system of matching jobs to job seekers was developed.

To receive most services, job seekers must register with the Wyoming Job Network (WJN). In order to find a job, job seekers enter job titles, skills and other criteria, which allows them to match their skills and experience with existing posted jobs. This is called job matching or labor exchange.

Another service available through the WJN is the ability to browse jobs listed in the system. Anyone can access this feature without being registered. In order to be referred to a job without being registered, however, the job seeker must be assisted by Employment Center staff.

Job search assistance is also available at the Employment Centers for applicants who wish to speak to an Employment Specialist about problems they are encountering in finding employment.

An employer can place a job listing with the Employment Center. Employers, approved by the Department of Workforce Services, may use the WJN to enter their own job orders and search for qualified applicants to match their openings. An employer may also use the "applicant browse" feature to search for applicants but must receive Employment Center staff assistance to have these applicants referred to them.

The WJN system can be accessed via the Internet at www.onestop.doe.state.wy.us.



Work Opportunity (WOTC) and Welfare-to-Work(W-t-W) Tax Credit Programs

These programs provide a federal income tax credit to employers hiring individuals who meet specific criteria. The Employment Center can provide more details about these programs.

Workforce Development Training Fund (WDTF)

The fund was created during the 1997 General Session of the Wyoming Legislature to assist new and existing industries in the state with the training needs of their newly hired or current employees. The funds are granted through a competitive process to train workers in demand occupations. Demand occupations are defined as occupations paying \$8.63 per hour or more.

Workforce Investment Act (WIA)

On August 7, 1998, President Clinton signed the Workforce Investment Act of 1998 (WIA). WIA is comprehensive reform legislation that replaces the Job Training Partnership Act (JTPA) and amends the Wagner-Peyser Act. WIA reforms federal job training programs and creates a new, comprehensive workforce investment system. The reformed system is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers. The new law embodies seven key principles:

- streamlining services
- empowering individuals
- universal access
- increased accountability
- a strong role for local workforce investment boards and the private sector
- state and local flexibility
- improved youth programs

WIA services are delivered at three levels:

- Core Services (self-service and staff assisted job search services)
- Intensive Services (preparation for support and/or training services)
- Training Services (adult, dislocated worker and youth – see below)



Workforce Investment Act (WIA) – Adults

Intensive and training level services are provided to adults who are 18 years of age or older. Services can be provided directly through Employment Centers or through contracts with service providers. Service providers can be public, private for-profit, or private nonprofit entities, approved by the local workforce investment board.

Services are provided to individuals who:

- are unemployed and are unable to obtain employment through core services and have been determined to be in need of more intensive services in order to obtain employment; or
- are employed and have been determined to be in need of services in order to obtain or retain employment that allows for self-sufficiency.

To receive services, an employed person must meet income guidelines. An unemployed person does not need to meet income criteria, but must be determined to be most in need by a “gatekeeper” process.

The “gatekeeper”, depending on the local office, can be a case manager or a committee of 2 or more people who review the applicant’s background, qualifications and need for intensive or training services. Once the “gatekeeper” has approved an individual for services, a case manager develops an employment plan. Follow-up services must be provided to individuals for 12 months after they enter employment to assure they continue to receive supportive services.

Workforce Investment Act (WIA) – Dislocated Workers

Services to dislocated workers are provided in the same manner as for adults above. A dislocated worker is a person who no longer has employment or has received notice of a permanent business closure, layoff or a significant reduction in force. Displaced homemakers and self-employed individuals may also be considered a dislocated worker.



Workforce Investment Act (WIA) – Youth

Youth are individuals aged 14 through 21. Services are provided to eligible youth seeking assistance in achieving academic and employment success. The following services must be provided to eligible youth:

- tutoring, study skills training and instruction leading to completion of secondary school, including dropout prevention strategies;
- alternative secondary school services;
- summer employment opportunities that are directly linked to academic and occupational learning;
- paid or unpaid work experiences, including internships and job shadowing;
- occupational skill training;
- leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours;
- supportive services;
- adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- follow-up services for not less than 12 months after the completion of participation; and
- comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral.

Wyoming Centrum for Assistive Technology (WYCAT)

The Wyoming Centrum for Assistive Technology (AT) was first conceived in 1997 as a recommendation of the Rehabilitation Needs Assessment conducted under the direction of the Wyoming Division of Vocational Rehabilitation (DVR). DVR has provided significant innovation and expansion grant funds to assure the successful start-up of the Centrum (AT) Program. The demand for Centrum AT services has expanded exponentially since its inception.

The Wyoming Centrum for Assistive Technology (WYCAT or Centrum) is an organization designed for the purpose of providing assessment services to disabled individuals for assistive technology to improve their employability and/or quality of life. WYCAT is currently located at Casper College. WYCAT's Mission is to be "committed to promoting independence for Wyoming residents with disabilities through the most appropriate assistive technology, which leads to client personal choice. This is accomplished through utilization of a client centered philosophy that provides evaluation, education, and quality services for the goal of



success in vocational endeavors.” The Centrum is also used as an education and training facility for many programs provided on campus by Casper College and its affiliates.

Wyoming Job Network System (WJN)

The Wyoming Job Network System (WJN) is the main computer system for the Employment Services and the WIA Youth, Adult and Dislocated Worker Training programs for the Employment Resources Division. It provides self-service options on the Internet for job seekers to register and seek work, and for approved employers to enter their own job orders and run job matches. Local office Employment Resources staff use the system for customer intake, entering job orders, job matching, eligibility evaluation for WIA programs, case management, printing agreement contracts, entering and paying invoices, entering training providers and training courses, and documenting services. State level staff use the system for allocation of funds, tracking performance, generating management and federal reports, and monitoring program administration. The WJN system interfaces with America’s Job Bank to post Wyoming jobs on the nationwide job bank.

Wyoming Rehabilitation & Employment System (WYRES)

The Wyoming Rehabilitation & Employment System (WYRES) is used by the Division of Vocational Rehabilitation (DVR) to provide rehabilitation and employment services to eligible individuals with disabilities. After local DVR staff members evaluate each client’s rehabilitation needs and determine the client’s eligibility, the client works with the local DVR counselor to develop an individualized plan for employment (IPE) that outlines the criteria and services required to accomplish the clients’ employment outcome. The local DVR staff members enter the following information into WYRES regarding each client’s case: demographic data, case tracking for eligibility and outcomes, individualized plans for employment, and authorizations for services. DVR administrative staff members use WYRES to pay invoices for authorized services, track budget allocations and program performance, conduct case reviews, and generate management and federal reports.

WYRES is a client-server application working in a Windows NT environment. WYRES interfaces with the State Auditor’s Wyoming On-Line Financial System (WOLFS) to pay vendors for the client services authorized by DVR.



WIA Annual Report Data

State Name: WY

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	70	76.9	520	838	838	62.1
Employers	68	80.5	390	419	419	93.1

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	84.3	188
			223
Employment Retention Rate	73	76.8	192
			250
Earnings Change in Six Month	2,750	1,709	256,295
			150
Employment and Credential Rate	47	51.7	125
			242

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	78.6	11	92	23	68.8	11	57.1	4
		14		25		16		7
Employment Retention Rate	86.7	13	66.7	18	68.8	11	85.7	6
		15		27		16		7
Earnings Change in Six Months	4,048	48,581	-3,406	-40,873	2,206	17,647	2,069	10,344
		12		12		8		5
Employment and Credential Rate	57.9	11	85.7	12	47.1	8	33.3	2
		19		14		17		6

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	84.2	155	84.6	33
		184		39
Employment Retention Rate	79.2	164	65.1	28
		207		43
Earnings Change in Six Months	2,047	255,833	18	462
		125		25

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64	92.3	131
			142
Employment Retention Rate	86	87.8	115
			131
Earnings Replacement in Six Months	94	93	688,218
			740,377
Employment and Credential Rate	47	62.3	76
			122

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.6	19	83.3	5	100	12	77.8	7
		23		6		12		9
Employment Retention Rate	94.7	18	80	4	100	12	100	7
		19		5		12		7
Earnings Replacement Rate	62.7	108,093	63.8	32,909	79.6	49,587	0	0
		172,486		51,614		62,281		1
Employment And Credential Rate	63.2	12	60	3	41.7	5	44.4	4
		19		5		12		9

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	92.6	113	90
122			20	
Employment Retention Rate	89.4	101	77.8	14
		113		18
Earnings Replacement Rate	97.2	598,200	72.1	90,018
		615,610		124,767

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	77	81.6	60
			62
Earnings Change in Six Months	2,345	2,854	137,001
			48
Credential Rate	37	48.4	44
			91

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	92.3	12	100	1	84.6	11	85.2
	13		1		13		54	
Employment Retention Rate	92.9	13	100	1	80	12	80.6	54
		14		1		15		67
Earnings Change in Six Months	1,474	11,793	5,980	5,980	1,254	11,285	2,757	118,565
		8		1		9		43
Credential Rate	53.3	8	100	1	38.9	7	46.3	38
		15		1		18		82

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	72		65.7
				734
Diploma or Equivalent Attainment Rate	57		57.9	88
				152
Retention Rate	54		50.8	101
				199

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	58.8	30	66.3	177	64.6	102
		51		267		158
Diploma or Equivalent Attainment Rate	45.5	5	70	28	40	18
		11		40		45
Retention Rate	41.7	5	56.3	27	48.1	38
		12		48		79

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	67.6	175	3,427	651,143	5.3	10	3,545	485,724	59.4	92
		259		190		188		137		155
Dislocated Workers	72	90	94.2	886,572	2.3	3	4,837	483,680	58.4	66
		125		941,588		131		100		113
Older Youth	68.1	47	2,208	121,420	1.9	1	2,329	83,835		
		69		55		52		36		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	746	362
Dislocated Workers	257	108
Older Youth	194	87
Younger Youth	846	357

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,359,910.00
Local Dislocated Workers		\$1,063,077.00
Local Youth		\$2,365,997.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$6,490.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,129,080.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	48163	\$48,163.00
Total of All Federal Spending Listed Above		\$6,972,717.00

WIA Annual Report Data

State Name: WY

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Wyoming Workforce Investment Board	Total Participants Served	Adults	746
		Dislocated Workers	257
		Older Youth	194
		Younger Youth	846
	Total Exiters	Adults	362
		Dislocated Workers	108
		Older Youth	87
		Younger Youth	357

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	76.9	
	Employers	68	80.5	
Entered Employment Rate	Adults	66	84.3	
	Dislocated Workers	64	92.3	
	Older Youth	62	86.7	
Retention Rate	Adults	73	76.8	
	Dislocated Workers	86	87.8	
	Older Youth	77	81.6	
	Younger Youth	54	50.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,750	1,709	
	Dislocated Workers	94	93	
	Older Youth (\$)	2,345	2,854	
Credential / Diploma Rate	Adults	47	51.7	
	Dislocated Workers	47	62.3	
	Older Youth	37	48.4	
	Younger Youth	57	57.9	
Skill Attainment Rate	Younger Youth	72	65.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13