
Annual Report

for the

State of Wyoming



Workforce Investment Act

Title I-B Programs

Program Year 2000

Developed by
Department of Employment
Employment Resources Division
Wyoming Training Section

GOVERNANCE STRUCTURE

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. 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 Council serves as the local youth council in Wyoming.

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

Please refer to Appendix A for a listing of the WWDC membership.

WYOMING STATE YOUTH COUNCIL

Vision

The vision of the Wyoming State Youth Council (SYC) is for all youth to build lifetime skills for success.

Mission

Working in concert with the Wyoming Workforce Development System and the Governor's Executive Order, the mission of the SYC is to create an ongoing youth development system in Wyoming.

Duties

- ❖ Oversee the creation of a strategic plan for the development of Wyoming's youth.
- ❖ Build a system of public/private Local Youth Partnerships.
- ❖ Assess the adequacy of the existing youth development activities and services for all Wyoming youth.
- ❖ Develop a performance measurement system for consistent and fair evaluation.
- ❖ Make recommendations with regard to the coordination of workforce development and youth development activities and services to eliminate duplication and increase efficiency.

MEMBERSHIP

Please refer to Appendix B for a complete listing of the SYC membership.

IMPLEMENTATION OF THE ONE-STOP SYSTEM

ONE-STOP LOCATION AND SERVICES

The Governor and WWDC have designated the Department of Employment's Employment Resources Division's Employment Centers as Wyoming's One-Stop centers. Wyoming has 12 full-service One-Stop centers and seven satellite centers. These centers provide a full array of employment and training services to the public. The Employment Resources Division administers Wagner-Peyser, Veterans', Trade Act Assistance, Migrant Seasonal Farmworker, Alien Labor Certification, and the WIA programs through these centers.

REPORTING SYSTEM

Wyoming also implemented a new management information system known as the Wyoming Job Network (WJN). The WJN is an Internet-based system that tracks services for the different programs.

STAFF TRANSITION AND TRAINING

During the first year, Wyoming concentrated on training front line staff on the provision of the WIA services. On-site training on core, intensive, and training level services for adults and dislocated workers, and on the ten elements of the youth program was presented to each full service One-Stop center. Additional training was provided on how services are recorded and tracked in the WJN.

To further enhance the skills of front line staff in a One-Stop environment, Wyoming committed to providing Career Development Facilitator training. This training package will be provided to Career Advisors over a two-year period. The first Career Development Facilitator sessions covered helping skills, assessment, and labor market information.

Although some initially viewed this training as a WIA initiative rather than a One-Stop system initiative, it has been very beneficial to new employees, providing information about the ERD and working with customers. The labor market information training was very valuable to all front line staff to help them understand their role in the provision of such information. These sessions were rich in information sharing and networking.

PARTNERSHIPS

The Wyoming Department of Employment (DOE) has a natural partnership with many of the mandatory partners. The DOE houses the Division of Vocational Rehabilitation, Employment Resources Division (ERD), Unemployment Insurance Division, and the labor market information services in the Employment Tax Division. These different partners coordinate the mandatory programs within the department, in addition to the School-to-Work program.

During the implementation year, the ERD also began using Temporary Assistance for Needy Families (TANF) funds as a result of a memorandum of understanding between the Wyoming Department of Family Services and DOE. These funds were used to provide a variety of TANF services throughout the state and helped fund services through the adult education and literacy programs (WIA Title II, known as the Adult Basic Education Program), administered through the Wyoming Community College Commission. The coordination of these services has forged better communication between the TANF program, the adult education and literacy program, and the One-Stop centers. Front line staff often use all of these resources to serve clients.

Wyoming has developed a partnership with the senior community service providers funded under Title V of the Older American's Act of 1965. Wyoming awarded a grant to the Wyoming Senior Citizens, Inc., from the WIA Title IB 15 Percent Set Aside funds. These funds are used in coordination with the Title V funds to provide services to older residents in Wyoming.

One-Stop center staff received training on how to build effective partnerships. Wyoming has committed to building partnerships in each of the 12 full-service One-Stop areas and the seven satellite areas, to provide a more coordinated approach to employment and training services in the area. One-Stop centers were asked to perform an inventory of services available in the community. After the inventory was completed, the centers were asked to analyze the gaps and overlays and to determine where the WIA resources could best meet the needs of the community.

CONSTRAINTS TO IMPLEMENTATION

ELIGIBLE TRAINING PROVIDER REQUIREMENTS

The reporting requirements for the eligible training provider lists have been burdensome for Wyoming. Wyoming has a limited training provider network with one four-year university and seven community colleges to cover over 97,000 square miles. Wyoming's sparse population cannot support a wide array of private training providers. Existing training providers have not been willing to furnish all of the information required in WIA Section 122, nor do the WIA funds constitute a substantial portion of the training provider's business. It is anticipated Wyoming will ask the U.S. Department of Labor (DOL) for a waiver of this requirement.

PERFORMANCE MEASURES

The current WIA performance measures have created confusion for everyone involved in the WIA training system. It is difficult to understand the goals of the program. The fifteen performance measures, along with two customer satisfaction measures, have made it difficult for front line staff, administrative staff, and other partners to meet performance expectations. The same performance measures are not consistent from program to program, thereby further confusing everyone involved. The performance measures do not match the reporting requirements contained in the Workforce Investment Act Standardized Record (WIASRD), making it more difficult for programmers and staff to gather the correct information. These inconsistencies are a major source of frustration for the whole system.

The use of long-term performance goals has frustrated stakeholders because it is difficult to understand how service providers are currently performing. The performance measures require the use of unemployment insurance wage data, which is not available to the administrative entity until approximately four months after the completion of employment in a calendar quarter. The WIA performance measures include measures for the third quarter after exit (10-12 months following program completion). Gathering the information for these performance measures takes 14 to 16 months from program completion. If the information is required from other states, it may take an additional three months. Stakeholders want to know how the service providers have performed over the past few months, not 16 months ago.

COST SHARING

The cost allocation and cost sharing requirements in the WIA have been difficult to achieve. The mandatory partners are willing to provide limited coordination and in-kind costs, but are not willing to fully fund the One-Stop System as envisioned by the DOL. The DOL does not require programs administered by them to pay their fair share of costs in the One-Stop system. In Wyoming, the Trade Act of 1974 program does not pay a fair share of the One-Stop System costs. The WIA dislocated worker program often absorbs the costs of serving the Trade Act registrants. It is difficult to encourage partners outside of the DOL to fully fund the costs of the system when the DOL programs do not fully fund their costs.

TRANSITION

The transition from the Job Training Partnership Act (JTPA) to the WIA has not been easy. The implementation of core, intensive, and training services is a new system many One-Stops have not fully accepted. There is a tendency in many One-Stops to not fully utilize the intensive level of services. Many One-Stops provide intensive services to clients that are expected to be placed in the training level of services. This mentality is very similar to the JTPA system of providing services.

Another challenge to the implementation of the WIA is the follow-up services requirement and the appropriate staffing levels for follow-up services. Wyoming uses the follow-up services to achieve multiple objectives. The most important objective is to provide services to clients that need assistance in remaining employed. However, the information gathered during follow-up is important for continuous quality improvement and performance. Some front line staff have viewed this service as a requirement without a benefit and some staff have resisted putting clients into services that would require follow-up activities because of time constraints.

Implementing the ten elements for the youth program has created new requirements and challenges for the program. The mentoring element of the youth program has been difficult to implement. There has been very little guidance from any source on this element and defining the requirements for mentoring in the youth program has been a struggle.

As discussed below, Wyoming has implemented a new management information system. Wyoming has changed from a paperwork-based system with a centralized data entry point on a mainframe system to an Internet-based system with a decentralized data entry system. Training local staff and developing reporting capabilities have been major barriers to implementation of the WIA program.

REPORTING SYSTEM AND DATA COLLECTION

The Wyoming Job Network (WJN) is a management information system combining the employment services functions contained in the Wagner-Peyser Act with the activities in the Trade Act and WIA. The WJN is an Internet-based system that allows customers to access self-services 24 hours a day. This system is also used to report information to all stakeholders and partners. Wyoming has just completed development of the reporting capabilities for this system and is currently working to eliminate defects contained in the programming.

A weeklong training on the data entry requirements for core, intensive, and training levels of service for the WJN was provided to all One-Stop centers.

ACTIVITIES

YOUTH

Through a competitive procurement process, the SYC recommended to the WWDC that youth services be provided through the One-Stop centers. A contract for \$2,004,959 was awarded to the One-Stop centers for youth services. Case management costs, which include the costs for outreach, assessment, intake and staffing services for intensive and training services for program year (PY) 2000 were \$622,249.

The One-Stop centers have been required to form a community or area partnership to help coordinate youth services. Communities throughout the state are at different levels of coordination of the youth programs. Some communities are forming dynamic partnerships that are integrating services and funding sources to serve youth and others are just beginning to exchange program information.

There has also been an emphasis to encourage long-term services to youth in Wyoming moving away from the traditional short-term summer youth program. Youth may receive services up to a period of four calendar years and have already received services for a two-year period. This strategy has increased the average cost per youth served and lowered the average number of youth served. During PY 2000, Wyoming served 752 youth: 249 youth were exited at an average cost of \$2,545.

Youth Success Story

A One-Stop center case manager submitted the following success story.

We have been working hard to achieve the mind set in our communities for working together as partners in helping our youth to achieve success. In fact, our motto is "It takes a community to raise a child successfully." The following is a situation of how that philosophy has worked for us.

In May of 2000, a local high school referred a young man who was 18 years of age and completing his junior year of high school to the One-Stop Center. He had no work history, no career plans, and a learning disability, and was living in a family situation that was offering no support. In fact, family members were each having major struggles of their own, including substance abuse issues.

The school case coordinator had recognized the young man's potential and she also recognized he was a candidate likely to "slip through the cracks." A referral was made to the WIA program along with a lead for a potential employment opportunity with a great supervisor to mentor this young man.

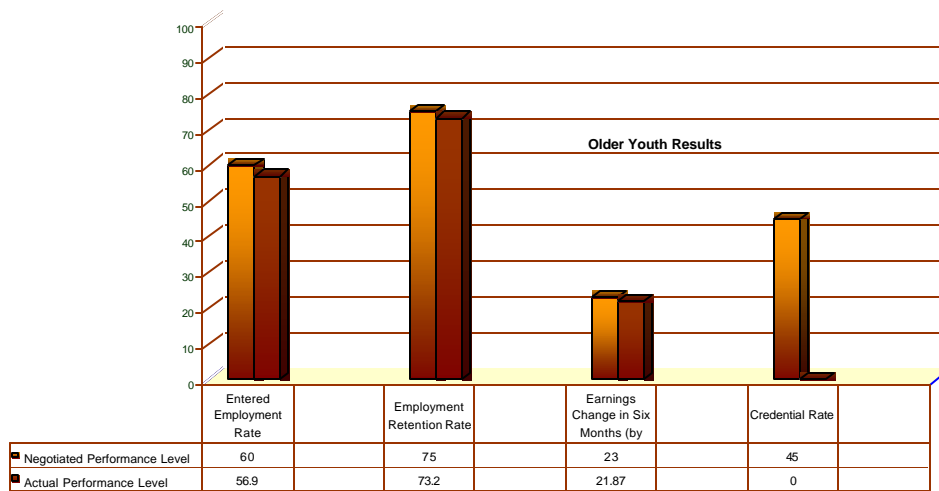
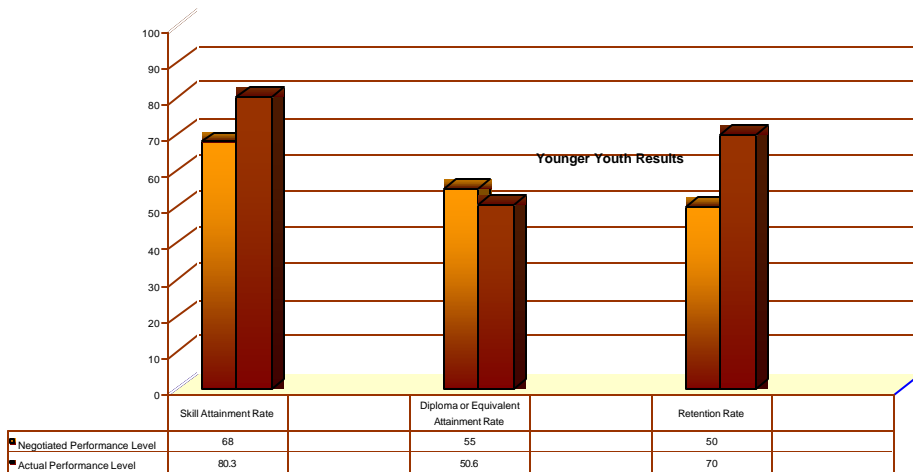
The summer work experience was extremely successful. The partnering did not end there. In the fall of his senior year, a team meeting was held at the school and included his summer supervisor and the WIA case manager. The school recognized the importance of continuing with

Youth Success Story, continued

this work environment in connection with school for this young man. He graduated from high school in May 2001. The employer hired him as a summer seasonal employee.

Another partner agency was able to help this young man transition into independent living. He interviewed with the same employer and obtained a full-time permanent position at approximately \$10.00 per hour with full benefits. In fact, there were two departments with this employer that had position openings and they both wanted to hire this young man. He got to choose which department he wanted for employment.

This partnering effort consisted of the youth, the school, the employer, government agencies, and a non-profit organization all working together with a common goal. It worked!



ADULT-DISLOCATED WORKER

Adult and dislocated workers services are provided to individuals through the One-Stop center system. Wyoming has committed to providing services through the three levels of service - core, intensive, and training. Wagner-Peyser provides the majority of core services in the One-Stop centers, with WIA funding for some of the services. WIA funds have paid for follow up and staff training costs in the core services area. The WIA funds are primarily used in the intensive and training services. Case management costs, which include intensive and training level staffing services, for PY 2000 were \$796,671 for the adult program and \$494,441 for the dislocated worker program. Wyoming has served 513 adults and 239 dislocated workers during PY 2000 and met the negotiated performance ranges for the adult services and all but the employment and credential range for the dislocated worker services. The average cost to serve an adult was \$4,016 and the average cost to serve a dislocated worker was \$5,115.

Adult-Dislocated Worker Success Story

A case manager from a One-Stop center submitted the following success story.

We began working with Jack McKee in August of 1999. Jack was a truck driver and equipment operator that had developed throat cancer and eventually had to have his larynx removed to stop the disease. This procedure was successful and Jack has had no signs of any cancer for over three years now. What was not as successful was Jack's return to the world of work.

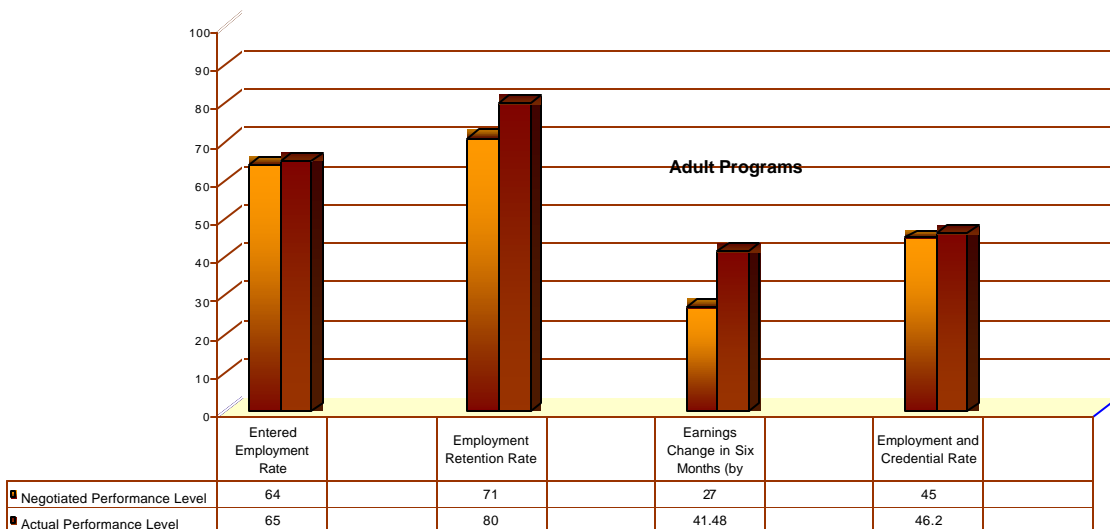
Jack had always been a hard worker and was respected by his former employers and any would give him an excellent reference. What Jack could not do was return to work that exposed him to the elements too much. With his trachea hole needing to be open, it would let cold air directly into his lungs. Jack also had a bigger barrier; he now had an electronic voice.

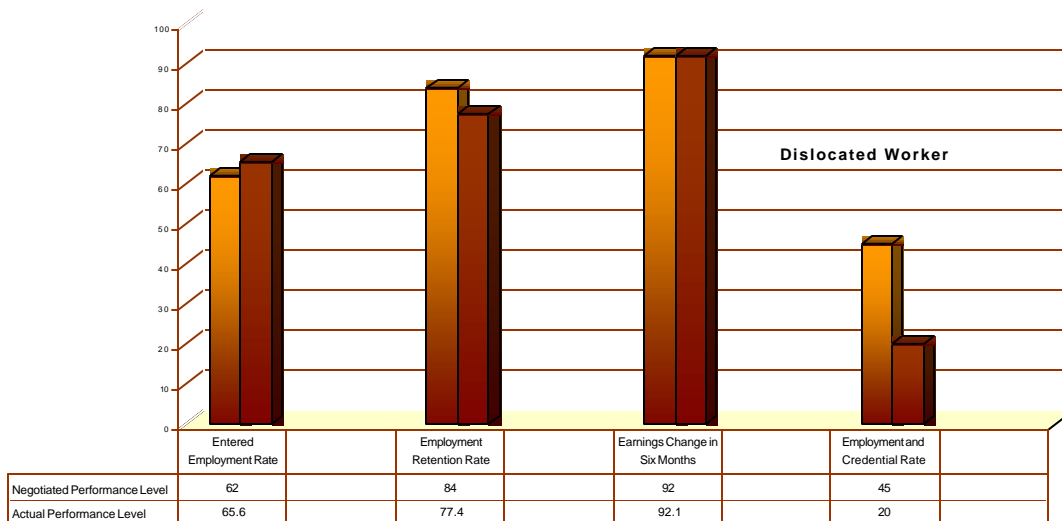
Jack was also a Vocational Rehabilitation client and we were able to work with Mike Birr, the local Counselor, in building a plan for reemployment for Jack. Jack had always had interest in repairing electrical appliances, but we all understood that in the local economy that was pretty well covered. In looking for a growth area of employment that was related to his interests, we came up with a plan that Jack really built himself. After researching both local training and other available training providers in the region, Jack elected to attend Certified Careers Institute (CCI) in Riverdale, Utah. CCI offered a Computer Technician course that was somewhat self-paced. Jack and the school planned for his completion in about nine months. Since this was a much shorter time period than local training provider courses and since it was comparatively the same in cost, his plan was approved. Between WIA and Vocational Rehabilitation, a training package was put together that would allow Jack to attend this training. Costs were shared between the programs and Jack also contributed.

An extensive job search followed completion of the training. Rejection after rejection took Jack into a depression that made him start to avoid those that were trying to help him. For months we met and continued to try to get Jack employed. We tried to develop on-the-job training sites for Jack to get him started in this new field. Once, we thought we had gotten a copier repair company to train Jack, only to be put off for several weeks. I had sent out a series of letters to

potential employers, from the local schools and hospitals to a myriad of other local technology related businesses, only to be rejected. The main fear of nearly all the employer community was that Jack would be unable to communicate with their customers due to his electronic voice device. Having dealt with Jack for some time, none of us had any barriers to communicating with Jack, but employers perceived that customers would not be able to understand him or that he could not do tasks with his hands and talk on the phone at the same time (while none of this was true and most would not even talk with Jack). Jack eventually came to the point that he started applying for truck driving jobs, even though it would be harmful to his health.

One day my supervisor came in and was telling me about a lunch meeting she had with a lady whose family owns a local electrical shop. The shop owner had stated that their repairman/salesperson who had been with them for 30 years had decided to retire. As I heard this, I immediately thought of Jack. I called him and had him come in. We made a new resume and composed a cover letter. He took it to the employer. They talked with him for about an hour, had him come back the next day to meet their sons, as they would be taking the business over soon. They agreed to hire him as a trainee, and started him at \$10 per hour. The owners are so pleased with him and he is so happy to be working there. We purchased him a "hands free" phone and dress clothing for work. He is now on the way to self-sufficiency in a great field with great stability. The employer treats him like "one of the family" and he likes to say that they are "just regular people." A couple of customers were set aback by his electronic voice when they called the store. Jack told the employer who had a reaction much different from what we had previously encountered. She called and asked me to see if the local newspaper would do a story on Jack so that the public would be aware that Jack was, indeed, part of the family. The local newspaper was contacted and a staff member came and interviewed all of us at the store. The story has appeared in the newspaper, the employer has had many positive comments about Jack, and it has helped the public understand Jack better. The employer and Jack have been very pleased with the outcome of these services.





15 PERCENT SET-ASIDE FUNDS

Through a competitive process, the WWDC awarded \$47,010 to the Wyoming Senior Citizens, Inc., (WSCCI). With the Title I-B 15 percent set-aside funds, WSCCI provides WIA core, intensive and training services to individuals 55 and older. In using multiple funding sources, WSCCI has provided services in Casper, Riverton, and the Big Horn Basin and has served 184 individuals in core services, 125 individuals in intensive services, and 15 individuals in training services. Forty-one individuals have been placed in unsubsidized employment. WSCCI coordinates this grant with other programs and charges a minimal amount of administrative costs to this program as a result of this coordination. The WIA funding is primarily used for case management and work-based training.

Success Story 15 Percent Set Aside Funds

A WSCCI case manager submitted the following success story.

Our outstanding success story is about Anne, who started the program at the age of 76. Anne and her husband were struggling to make it on their Social Security income. She is an extremely cheerful and delightful person to work with.

In December 2000, we placed Anne at a museum in Dubois. However, everything didn't go according to our plans. Anne had worked for one week when she suffered a heart attack, and we thought this was the end of this job. Still, her employer wanted to wait and see how Anne recovered. For two months, we held the position open until her doctor gave her the go ahead to go back to work. We started out slowly in February but by March she was back going great guns. We were able to extend her contract until the end of September.

Anne's title is Receptionist/Information clerk. She is still making \$6.50 an hour and working 20 hours a week for the remainder of the winter. Her hours will increase to full time from May through September, as the museum gets very busy then. Anne also successfully completed the Central Wyoming College Adult Education basic computer class for Word this summer in Dubois. She has become a great asset for the museum and the employer is thrilled to have her on the team.

STRATEGIES FOR IMPROVEMENT

TRAINING AND INFORMATION

Wyoming will continue to train front line staff on different aspects of the WIA. Training will include the second year of the Career Development Facilitator training for front line staff. Additionally, training on the performance standards and WJN tools for case management will be provided. Other system deficiencies identified during this year will be addressed to keep staff fully informed of the WIA requirements.

Wyoming will also implement a youth collaborative initiative that will include services to all Wyoming youth ages birth to 24 years old. The WIA is a small piece of this initiative to improve coordination and integration of services across programs.

Wyoming is also emphasizing the use of continuous quality improvement processes to identify weaknesses and improve on those weaknesses. Wyoming will research mentoring and follow-up strategies to improve services to participants. Wyoming will also explore methods to improve performance for the dislocated worker and older youth employment and credential performance rates.

The State of Wyoming is considering developing a Department of Workforce Services modeled closely after the State of Utah's Department of Workforce Services. This proposed department will be reviewed for consideration during the 2002 Legislative session. Most of the mandatory partners will be housed in the Department of Workforce Services to improve coordination and integration of services.

APPENDIX A

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APPENDIX B

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GLOSSARY OF TERMS

The following definitions are those that are most 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.

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

Adult An individual who is 18 years of age or older.

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)*

Core Services The initial services provided to an adult or dislocated worker in the One Stop System. At least one of the following core services must be provided to an adult or a dislocated worker prior to entering Title I intensive or training services:

- \$ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
 - \$ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - \$ Job search and placement assistance, and where appropriate, career counseling;
 - \$ Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - job vacancy listings in such labor market areas and;
 - 1. information on job skills necessary to obtain the jobs described in clause
 - 2. information relating to local occupations in demand and the earnings and skill requirements for such occupations; and
 - \$ Performance information and program cost information on eligible providers of training services provided by the One Stop System;
 - \$ Information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
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- \$ Accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
 - \$ Information regarding filing claims for unemployment compensation;
 - \$ Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area.

Dislocated Worker An individual who **B 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 described in section 134(d)(4), intensive services 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.
-

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 prospective training providers must complete an application to establish the training providers' 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 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.

Follow-up A service provided to Adult and Dislocated Worker registrants in workforce investment activities who are placed in unsubsidized employment. Follow-up services include counseling regarding the workplace, and are designed to assure the registrant's continued success in employment. Follow-up services must be provided for not less than 12 months after the first day of the employment. All youth receive follow-up services.

Intensive Services Intensive services are for unemployed adults and dislocated workers who, "are unable to obtain employment through core services and require these services to obtain or retain employment, and employed workers who need services to obtain or retain employment that leads to self-sufficiency." The regulations at '663.240 and '663.250 specify that an individual must receive at least one intensive service, such as the development of an individual employment plan with a career advisor or individual counseling and career planning, before the individual may receive training services. Intensive services may include:

- Comprehensive and specialized assessments of skill levels and service needs including:
 - (a) diagnostic testing and use of other assessment tools; and
 - (b) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
 - Group counseling;
 - Individual counseling and career planning;
 - Case management for participants seeking training services;
 - Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
-

-
- Out-of-area job search assistance;
 - Literacy activities related to basic workforce readiness;
 - Relocation assistance;
 - Internships; and
 - Work experience.

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

Training Services Training services are provided to individuals unable to obtain employment during intensive level services. Training services include the following activities:

- 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 provided in combination with services described in any of activities listed above;
- Customized training

Program Year (PY) 2000 The period of July 1, 2000, to June 30, 2000 for adult and dislocated worker programs and from April 1, 2000 to March 31, 2001 for youth programs.

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

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 individual 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.
-

**State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000**

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for The Survey	Num Cust in Sar
Program Participants	68.0	78.2	55	489	4
Employers	66.0	78.8	125	272	2

**State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000**

Table B - Adult Programs At-A-Glance

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	64.0	65.0	102
Employment Retention Rate	71.0	80.0	116	145
Earnings Change in Six Months	\$2,700	\$4,148	\$576,598	139
Employment and Credential Rate	45.0	46.2	6	13

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Other
	Entered Employment Rate	60	15 25	42.1	8 19	59.3	
Employment Retention Rate	70	14 20	83.3	10 12	85	17 20	
Earnings Change in Six Months	\$4,401	\$88,015 20	\$800	\$9,598 12	\$6,092	\$121,832 20	\$5
Employment and Credential Rate	0	0 1	0	0 1	0	0 0	

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	84.6	11 13	0
Employment Retention Rate	72.7	8 11	0	0 1
Earnings Change in Six Months	\$1,392	\$8,353 6	0	0 0
Employment and Credential Rate	46.2	6 13	0	0 0

Note: These figures were calculated for WIA only. A breakout was not available for ITPA participants who received Training services and who received only Core and Intensive services.



**State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000**

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

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	62.0	65.6	84 128
Employment Retention Rate	84.0	77.4	65 84	
Earnings Change in Six Months	92.0	92.1	\$709,443 \$770,610	
Employment and Credential Rate	45.0	20.0	1 5	

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Total
	Entered Employment Rate	73.1	19 26	18.2	2 11	81.8	
Employment Retention Rate	73.7	14 19	100.0	2 2	55.6	5 9	0.1
Earnings Change in Six Months	102.9	\$188,793 \$183,413	98.4	\$18,761 19075	59.4	\$60,183 \$101,398	0.1
Employment and Credential Rate	0.0	0 0	0.0	0 0	0.0	0 0	0.1

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	60.0	3 5	100.0
Employment Retention Rate	66.7	2 3	100.0	1 1
Earnings Change in Six Months	76.5	\$13,529 \$17,678	0.0	0 0
Employment and Credential Rate	20.0	1 5	0.0	0 0

Note: These figures were calculated for WIA only. A breakout was not available for JTPA participants who received Training services and who received only Core and Intensive services.

**State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000**

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60	56.9	37 65
Employment Retention Rate	75	73.2	41 56
Earnings Change in Six Months	\$2,300	\$2,187	\$122,493 56
Credential Rate	35	0	0 1

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities	
Entered Employment Rate	72.7	8 11	0.0	0 0	40.0	4 10
Employment Retention Rate	83.3	10 12	0.0	0 0	63.6	7 11
Earnings Change in Six Months	\$2,195	\$26,343 12	0	0 0	\$1,342	\$14,757 11
Employment and Credential Rate	0.0	0 0	0.0	0 0	0.0	0 0

**State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000**

Table J - Younger Youth Reults At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	68.0	80.3	330 411
Diploma or Equivalent Attainment Rate	55.0	53.8	43 80
Retention Rate	50.0	70.0	7 10

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.5	32	78.7	70	76.5	78
		37		89		102
Diploma or Equivalent Attainment Rate	60.0	3	33.3	3	44.8	13
		5		9		29
Retention Rate	100.0	1	100.0	3	100.0	4
		1		3		4

**State of Wyoming
WIA Performance Measurements
October 1, 1999 through Septeml**

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change Adults and Older Youth or 12 Month Earnings Replacement (Dislocated Worker)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Int Unsubsid: Employment Related to Training Rec of Those V Complete Training Ser	
Adults	0	0	0	0	0	0	0	0	0	0
Dislocated Worker	0	0	0	0	0	0	0	0	0	0
Older Youth	0	0	0	0	0	0	0	0	0	0

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	513	222
Dislocated Workers	239	109
Older Youth	153	56
Younger Youth	599	203

State of Wyoming
WIA Performance Measurements
October 1, 1999 through September 30, 2000

Table N- Cost of Program Activities

Program Activity		Total Federal Spe
Local Adults		\$ 1,8
Local Dislocated Workers		1,0
Local Youth		1,8
Rapid Response		
Statewide Required Activities		4
Statewide Allowable Activities		
	Senior Citizens Employment & Training 24,850	
	Partnership Building 30,761	
	Total Statewide Allowable Activities	
Total of All Federal Spending Listed Above		\$ 5,1

Table O - Local Performance (Include This Chart for Each Local Area In The State)

Local Area Name <u>State of Wyoming</u>	Total Participants Served	Adults	513	
		Dislocated Workers	239	
		Older Youth	153	
		Younger Youth	599	
ETA Assigned # <u>56005</u>	Total Exiters	Adults	222	
		Dislocated Workers	109	
		Older Youth	56	
		Younger Youth	203	
		Negotiated Performance Level	Actual Performance	
Customer Satisfaction	Program Participants	68.0	78.2	
	Employers	66.0	78.8	
Entered Employment Rate	Adults	64.0	65.0	
	Dislocated Workers	62.0	65.6	
	Older Youth	60.0	56.9	
Retention Rate	Adults	71.0	80.0	
	Dislocated Workers	84.0	77.4	
	Older Youth	75.0	73.2	
	Younger Youth	50.0	70.0	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,700	\$4,148	
	Dislocated Workers	92.0	92.1	
	Older Youth	\$2,300	\$2,187	
Credential/Diploma Rate	Adults	45.0	46.2	
	Dislocated Workers	45.0	20.0	
	Older Youth	45.0	0.0	
	Younger Youth	55.0	53.8	
Skill Attainment Rate	Younger Youth	68.0	80.3	
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
			x	

Youth met or exceeded the 80%-of Negotiated Performance set by the Department of Labor for Program Year 2000

WIA Financial Statement

Period: Youth 4/1/2000-3/31/2001
 Adult and Dislocated Worker 7/1/2000-6/30/2001

Operating Results					
Fund Sources	Funds Available	Expenditures	Expended Percentage	Unliquidated Obligations	To Oblig
Local Adults	\$ 3,261,317	\$ 2,060,190	63.17%	\$ 307,864	\$ 2,36
Local Dislocated Worker	\$ 1,890,421	\$ 1,222,389	64.66%	\$ 339,086	\$ 1,56
Local Youth In-School	\$ 1,894,647	\$ 1,065,948		\$ 802,530	
Local Youth Out of School	\$ 850,000	\$ 848,227		\$ -	
Total Youth	\$ 2,744,647	\$ 1,914,175	69.74%	\$ 802,530	\$ 2,7
Rapid Response	\$ 5,215	\$ 5,215	100.00%	\$ -	\$
Statewide Activities	\$ 1,710,278	\$ 881,851	51.56%	\$ 7,612	\$ 86
Total All Fund Sources	\$ 9,611,878	\$ 6,083,820	63.29%	\$ 1,457,092	\$ 7,5

*Local funds include local administration

Cost per Registrant Analysis

	Expenditures	Number of Registrants	Cost per Registrant
Local Adult Funds	\$ 2,060,190	513	\$ 4,016
Local Dislocated Worker	\$ 1,222,389	239	\$ 5,115
Local Youth	\$ 1,914,175	752	\$ 2,545