

*State of Alaska*

***Frank Murkowski, Governor***

# **Year Three**

# **Workforce Investment Act**

Title 1-B Annual Report Program Year  
2002

*Prepared  
December 2003*



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**OFFICE OF THE COMMISSIONER**

The Honorable Elaine L. Chao  
Secretary of Labor  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

December 1, 2003

Dear Madam Secretary:

I certify that the Workforce Investment Act data submitted for Federal PY 2002 is complete and accurate which is attached.

The Alaska Workforce Investment Board (AWIB) is a policy body devoted to strengthening Alaska's workforce. Alaska made significant changes during PY 2002 adapting to the improvement strategies of the new State of Alaska administration while continuing to prepare and place Alaskans in jobs in high-growth industries. We are pleased to report that Alaska exceeded the minimum performance levels in all categories for PY 2002 and exceeded 13 of 17 negotiated measures.

This report outlines the work done by the agency partners – the Alaska Job Center Network, the State and Local Workforce Investment Boards, and the Alaska Workforce Investment Office and its related agencies. The 2003 report will show the results of Alaska's restructured workforce investment system. We're already seeing improvements and efficiencies in the new consolidated statewide system. We welcome your involvement and support in these important efforts, and look forward to working closely with you to build a quality Alaskan workforce.

Sincerely,



Greg O'Claray  
Commissioner

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All tables and financial statements provided by the Division of Business Partnerships,  
Alaska Department of Labor and Workforce Development.

# Alaska Workforce Investment Board

In November of 2002 newly elected Governor Frank Murkowski committed Alaska to higher levels of accountability, performance and clarity in Alaska 's Workforce Development System. The governor took action for two reasons. First was a perception that large amounts of Workforce Investment Act (WIA) funds were not being made available for training. Second, the performance of the local areas was inadequate and resources were not being used efficiently.

In response to these concerns, the state took action during PY 02 to streamline Workforce Investment Act (WIA) programs through a statewide planning area. Consequently, the Alaska Workforce Investment Board (AWIB) incorporated the responsibilities of both the local and state boards effective July 1, 2003. Additionally, the state reduced multiple levels of administration required by the two independent local areas. Finally, the board brought greater levels of visibility to program performance by requiring increased accountability. The AWIB also reviews and updates its vision, mission, goals, and strategic plans annually. It is currently engaged in a major revision to reflect the new opportunities brought about by the restructuring and 'new era of accountability.'

The state continues to seek opportunities to simplify service delivery and administration. The decision to create a single planning area in the state resulted in timely distribution of resources, better budgeting of resources and higher levels of accountability. The state, under the guidance of the AWIB, is designing a new One-Stop certification tool and workforce professional training model that focuses staff and One-Stops on improved integration, customer choice and performance accountability.

Alaska is up to the challenges it faces and expects to meet performance standards again in Federal PY 03. Several strategies have been implemented with the help of the Employment and Training Administration (ETA). New strategies on the horizon are designed to improve Cost Effectiveness Ratios. With a strong commitment to efficiency and effectiveness, the state is working to minimize the impact of a 43% reduction in WIA funding and maintain quality service to customers.

The AWIB has an Executive Committee and four standing committees: the Employment & Placement Committee; the Evaluation and Assessment Committee; the Policy & Planning Committee; and the Workforce Readiness Committee. Both the Chair and Vice-Chair are members of the business/industry majority and business/industry or private sector members chair the committees. The board regularly invites members of partner organizations and interested members of the public to serve on both standing and ad hoc committees.

## The Vision

*Building connections that put Alaskans into good jobs.*

A good job is described as one that has sufficient pay, benefits and career advancement opportunities to sustain an individual and a family economically without reliance on public subsidy.

This vision requires a workforce investment system that is accessible and understandable to all of the workforce investment system's customers. Today's customers include businesses looking for qualified workers, unemployed Alaskans looking for jobs, and incumbent workers wanting to upgrade their skills in a changing work environment.

Alaska's career planners and job seekers need to know the occupations and industries that are expanding and declining, along with the earnings and benefits associated with different types of work. Other important elements include where training is available, where the jobs are, and the occupational requirements that must be satisfied to fill those jobs. The primary purpose of Alaska's workforce investment system is effective coordination between labor demand and supply, employers and job seekers, and job centers and training institutions.

This comprehensive vision guides the workforce investment system. The system provides employment education, training and support services to assure Alaska employers have a skilled workforce and Alaska workers have employment choices. The system promotes a healthy economy and strong rural and urban communities by increasing employment opportunities through improved access to education and private and public sector activities that develop, strengthen, stimulate and diversify Alaska's economic base.

## The Mission

*We are a private/public leadership board that sets the policy framework for the development of Alaska's workforce.*

To fulfill this mission, board members work together to:

- ◆ Advise the governor and legislature on workforce development policy.
- ◆ Increase the number of Alaska jobs held by Alaskan residents.
- ◆ Reduce unemployment by economic region in Alaska.

- ◆ Decrease welfare dependency by economic region in Alaska.
- ◆ Gain income for Alaskans as compared to non-resident workers.
- ◆ Enhance and increase the supply of trained and credentialed workers for good jobs in demand.
- ◆ Retain skilled workers in vital Alaska industries.
- ◆ Facilitate innovations in workforce development policy and practices.

## **Statewide Workforce Development Goals**

- Strengthen the involvement of business, industry, and economic development to build Alaska's workforce.
- Ensure access to quality employment education, training and employment services statewide, particularly to rural areas and for the economically disadvantaged.
- Evaluate programs of the workforce investment system to optimize customer employability.
- Advocate for Alaska's human resource investment programs and promote continuous improvement.
- Promote the full integration of Alaskans with disabilities into all aspects of the workforce development system to put people with disabilities into good jobs.
- Strengthen the involvement and ability of Alaska's education system to develop Alaska's workforce.

## **Strategic Plan Elements for Workforce Development**

**Program Evaluation** The AWIB evaluates programs that prepare people for work.

**School-to-Careers** The AWIB participates with employers, education, labor, and community-based organizations to integrate academic and occupational learning leading to jobs and careers for Alaska's students.

**Economic Development** The AWIB promotes open dialogue between business, government and labor to promote economic development and jobs for Alaskans.

**Access** The AWIB works to ensure greater access and opportunity to quality job training and employment services statewide, with special emphasis on rural areas, economically disadvantaged citizens and Alaskans with disabilities.

**Continuous Improvement** The AWIB works to achieve continuous improvement of Alaska's workforce development system through employer involvement, evaluation, access and alignment of education and training programs.

**Goals and Benchmarks** The AWIB maintains a regularly reviewed and updated strategic plan.

**Welfare to Work** The AWIB plays a central role in efforts to move Alaskans from welfare to work.

## **Local Workforce Investment Boards**

### **Modification to State Unified Plan**

This report covers the program year prior to the implementation of restructuring and the modification of Alaska's Unified Plan. During Federal PY 03 the three workforce investment boards and two local areas were in place.

During PY 02 work began to achieve a streamlined and simplified structure more suitable for Alaska's small population. In 2003, the governor issued Administrative Order 210 (see Appendix I), collapsing all three boards into one, based on the recommendations of the Alaska Workforce Investment Board and in conjunction with Modification 1 to the State Unified Plan that included a waiver as required by the Workforce Investment Act (WIA) of 1998 (PL105-220). The result was for the Alaska Workforce Investment Board to serve as both the state and local board for the statewide planning region, effectively operating as a single-state area. The governor directed all mandated one-stop partners to update their agreements and understandings under this new structure necessary to meet federal requirements.

Both LWIBs—Anchorage/Mat-Su and Balance of State—were engaged in the process of consolidation. The Anchorage/Mat-Su LWIB, whose members are appointed by a local elected official other than the governor, voted in favor of the consolidation. All three boards met and actively participated in the design of a statewide area.

## **Alaska Workforce Investment Operations**

Following the election of a new governor, the Alaska Department of Labor & Workforce Development was reorganized. A new Division of Business Partnerships (DBP) was created within the department to operate state and federal job training programs. At the same time, new designations for program oversight were established. (See Appendix I, Administrative Order #205.)

The Division of Business Partnerships (DBP) is now the state's administrative entity for workforce development and, in coordination with the Alaska Workforce Investment Board, provides direct training, technical assistance and program oversight/grant management for the Workforce Investment Act Adult and Dislocated Worker, and Youth programs statewide. Additionally, the division also administers the State Employment & Training Program and the Denali Training Fund.

## **Year Three - WIA Implementation in Alaska**

### **The Alaska Job Center Network**

The Alaska Job Center Network is Alaska's One-Stop career center system comprised of six full-service and 16 satellite job centers across the state. Job Center partners include Employment Services, Veterans' Services, Adult, Dislocated Worker, and Youth training programs, NAFTA/TAA, Adult Basic Education, Unemployment Insurance, Vocational Rehabilitation, Work Services, the Senior Community Service Employment Program, and Carl D. Perkins Vocational Education. Highlights of PY 03 are as follows:

- Employment Services and Training programs combined job functions at several levels to integrate managerial alignment for job center operations. The responsibilities of managers at the regional and local levels are merging to include both employment and training services in their respective areas. Some service delivery staffs are also merging duties to provide seamless service to customers where and when it makes sense to do so.
- The Vocational Rehabilitation program, through several grants, galvanized job center partners to work together. They provide persons with disabilities case management services and other resources from multiple programs along parallel tracks so the customer receives the greatest benefit from available job center services.



- Using the award winning Business Connection developed by the Anchorage Job Center Midtown as a model, job centers tailored services to employers according to their needs and the local labor markets. Dedicated staff within the job centers work exclusively with employers to assist them with their workforce needs.
- Three job centers participated in several national Business Relations Group recruiting efforts. Together with representatives from the AWIB, staff implemented stronger partnerships with large private sector multi-state businesses such as Home Depot and Toys “R” Us, and Manpower.
- Throughout PY 02 and into 03, the Department of Labor and Workforce Development collaborated with the Transportation Safety Administration across the state to fill airport security screening and safety jobs. The department assisted with recruitment efforts and coordination to position Alaskans for these jobs in their communities.
- The Trade Adjustment Assistance and Dislocated Worker programs added two people in rural Alaska primarily to address the fisheries decline. These programs will help those affected find training for other work so they will be able to provide for their families.
- The Alaska Vocational Technical Center, the state’s largest vocational-education institute, moved from the Department of Education to the Department of Labor and Workforce Development. The center delivered training services through with the Seward Alaska Job Center.
- Staff from the Northwestern job centers in the state’s largest rural areas created a traveling job fair. They brought several employers and regional recruitment information for many other jobs to rural workers in a job fair setting. Information was also provided for services available via distance delivery including employment services, job training opportunities, career and labor market information, and job center partner programs.

## **Title 1B Programs in Alaska**

### **Adult & Dislocated Worker**

During PY (PY) 02, Adult and Dislocated Worker programs continued contributing to the state’s WIA goals to provide core, intensive, and training services to persons seeking work. The programs direct training services toward attainment of nationally recognized certifications in industries and occupations that are in demand, based on state, regional, and/or local labor market information.

Strategic partnerships with related agencies and local entities represent a significant leverage of resources. Through collocations, connections, and extensive cooperation, many of the state's employment and training oriented agencies have pooled their resources. Agency cooperation has helped reduce duplication, strengthen program outcomes, and increase customer convenience and satisfaction. The DBP is working with the WIA partners to create a broad alliance with room for a variety of rural and urban configurations of the Alaska Job Center Network (AJCN) service delivery principles.

The Workforce Investment Act provides increased flexibility in implementing reforms to the workforce development system in exchange for accountability for results, including improved programmatic outcomes. WIA required the U.S. Department of Labor (DOL) to negotiate with states to establish performance goals for their Adult and Dislocated Worker Programs in eight program specific areas and two more relating to customer satisfaction.

Alaska, with strong state and local partnerships, exceeded all eight of the negotiated WIA performance measures for the Adult and Dislocated Worker programs during PY 02. At the same time, the number of Adult and Dislocated Worker enrollments rose by 26.7%. Total participants in these programs during PY 02 were 2,964 compared with 2,339 in PY 01.

Utilizing discretionary funding sources, the state accommodated the needs of these additional clients. However, the resources for adult services have decreased overall and the the State of Alaska faced tough decisions regarding staffing and service levels in the WIA Adult program. The State continually works with the United States Department of Labor (U.S. DOL) to promote maximum flexibility of funding allocations to maintain both Dislocated Worker and Adult services at levels sufficient to meet the needs of Alaska's workforce.

### **Dislocated Worker Program Performance and Participant Data**

In PY 02, some 1,251 individuals participated in the Dislocated Worker Program. During the third and fourth quarters following exit from this program, 77% of program participants were reported employed in Alaska wage and salary employment or were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 86.4% retained employment in the third quarter after exit. Six months earnings replacement was 145.2% for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 70.1%.

### **Adult Program Performance and Participant Data**

In PY 02, a total of 1,713 individuals participated in the Adult Program. During the third and fourth quarter following exit from the program, 75.6% of program participants were reported employed in Alaska wage and salary employment or

were identified from other state or federal employment records. Of participants employed in the first quarter after exit, 82.1% retained employment in the third quarter after exit. Six months earnings change was \$5,821.00 for those employed at some time during the third and fourth quarter following exit. Credential Attainment rate was 64.6%.

The overall customer satisfaction rates for the Adult and Dislocated Worker programs for PY 02 was 72% for employers and 75.6% for participants.

During the implementation of WIA, Alaska negotiated performance levels for the first three years of the program. During May 2003, the performance levels for the fourth (PY 03) and fifth years (PY 04) of the program were again negotiated. These performance levels will show the state's progress toward continuously improving performance.

These newly approved performance standards (see Table 1) were based upon: Alaska's economic circumstances, the expected national averages for performance standards, and available baseline data from the past three years. In considering the national averages, the state anticipates meeting and maintaining the national averages within the next two years. In the face of economic transition, and the need to improve employment in rural Alaska, the AWIB will consider itself successful if it can prevent a loss in earnings and increase the opportunities for good jobs. Finally, Alaska's baseline data provided clear guidance to Alaska on what performance standards to address and strategies to improve over the next two years. Alaska is committed to meeting the performance standards during PY 2003 and in improving the quality of services as defined by customer satisfaction.

Table 1

<b>Program Year 2003 (State Fiscal Year 2004) July 1, 2003 – June 30, 2004</b>	
<b>ADULT</b>	<b>Negotiated Performance</b>
Entered Employment	<b>69%</b>
Job Retention for a minimum of 6-9 months i.e., 2 quarters after completing program (% of number Entered Employment)	<b>82%</b>
Earnings Increase	<b>\$4,200</b>
Credential Attainment Rate	<b>57%</b>

<b>DISLOCATED WORKER</b>	<b>Negotiated Performance</b>
Entered Employment	<b>75%</b>

Job Retention for a minimum of 6-9 months i.e., 2 quarters after completing program (% of number Entered Employment)	<b>87%</b>
Percentage of wage earned the quarter prior to dislocation	<b>98%</b>
Credential Attainment Rate	<b>57%</b>

Table 2

<b>CUSTOMER SATISFACTION</b>	<b>Negotiated Performance</b>
Employer	<b>75%</b>
Participant	<b>75%</b>

### **Funding Concerns**

The federal allocation formula for funding WIA Title 1B programs is slow to respond to market changes. This slowness often has more impact on the implementation of WIA than the in-state system. Allocation is not based upon real time needs and as such, the state will find itself in times of feast or famine. In PY 03, Alaska is no longer experiencing a surplus of funding and now finds itself with high numbers of participants enrolled but limited resources to meet their on-going career development needs. The more stabilized the funding, the better Alaska will be able to effectively manage program performance and improve service delivery.

The issue of the Alaskan rural economy, its significant lack of infrastructure, and its seasonal employment opportunities is a long time state concern. Alaska's diversity of geography, economy and cultures compels us to take an innovative approach to the development of a statewide workforce. By recognizing some of the unique features of the more remote rural economies, Alaska could invest more of its federal training resources to assist more Alaskans in taking full advantage of locally available and meaningful occupational opportunities, even where these are seasonal in nature. With Alaska's growing visitor industry, projected growth in the transportation industry, and continued growth in the construction industry, offering training opportunities in seasonal occupations to Alaskans made good economic sense.

During PY 02, the state requested U.S. DOL waive Section 136 of WIA and paragraph 666.140 of the Code of Federal Regulations (CFR). This waived the WIA core performance measure retention in unsubsidized employment six months after entry into the employment. This waiver, which U.S. DOL approved, authorizes Alaska to establish a three-month retention performance measure for

seasonal workers in locations where unemployment is greater than 7% at the beginning of a calendar year. This allows Job Centers to better serve the people of rural Alaska who are likely to seek seasonal employment. It improves the statewide workforce investment system by meeting client needs while conforming to the economic realities of Alaska. Its approval balanced WIA strategic planning objectives with the need to demonstrate compliance with the statutory and regulatory requirements for each of the individual programs in the state unified plan.

Despite continuing improvement in “Alaska Hire,” a large number of nonresidents still work in Alaska. Maximizing the employment of Alaskans not only ensures that maximum benefit accrues to the state from economic development activity; it also reduces demands upon the state’s safety net programs such as unemployment insurance and public assistance.

Much of the Adult and Dislocated Worker services provided in rural Alaska continue to be provided by grantees. This sub-granting requires the state to train sub-grantees on the workforce system and to help them understand the system is about career development of which entering employment is only one aspect. The career development principle results in case managers and sub-grantees spending more time providing services to participants. Further, participants remain in the workforce system longer. DBP continually looks for ways to increase the delivery of more complex services over a longer period of time without increasing the number of workforce development professionals.

The AWIB has focused on key industries where there is a documented need for employees, with good wages and advancement, such as the health care industry, transportation, information technology, construction, seafood, hospitality, education and process industries such as oil and gas.

The Dislocated Worker Unit (DWU) within DBP is responsible for administering the statewide Dislocated Worker and Rapid Response programs. The DWU provides an initial contact with employers and labor organizations when there are workforce reductions or plant closings involving job losses of 50 or more individuals in the Anchorage/Mat-Su area, and for 35 or more individuals in the remainder of the state.

### **Adult and Dislocated Worker Employment and Training Activities**

Applicants for WIA training services can be individuals defined as long-term unemployed, dislocated workers, older workers, low-income adults and youth, or individuals with a disability or other barrier to employment. Clients may apply on an individual basis through regional offices, service providers or by referral through partner agencies. Applicants for grants to provide training services can be state and local governments, native organizations, public and private non-

profit agencies, community based organizations, educational agencies, labor organizations, and private for-profit businesses.

Adult participants are often low income, low skilled individuals. Their needs include assistance to determine an appropriate vocational goal, develop appropriate vocational plans, securing the resources to implement their vocational plans, and identify appropriate industry-based certifications for them to achieve. Because of barriers to employment, they often require supportive services in the form of transportation assistance, purchase of equipment, clothing and supplies, assistance in securing housing, and child care. In addition they may need counseling to address issues related to substance abuse and or criminal convictions.

Dislocated workers are anxious to return to work but might require some assistance in adjusting to the loss of employment. Their training needs are targeted toward specific skill development to rapidly return to the world of work. Dislocated workers frequently benefit from vocational counseling to identify their transferable skills and develop a plan to activate those skills.

All adults over 18 years of age and dislocated workers are eligible for “core services,” which include: eligibility determination, intake and orientation, assessment, job search, and job placement. Other core services include providing labor market information, provider performance, unemployment assistance, supportive services, and services to help retain jobs once placed. Core services help guide participants in applying for Pell grants, Welfare to Work programs, and grievance procedures.

“Intensive services” are provided either through the One Stop system or through contracted service providers or grantees. Intensive services include: case management, counseling, in-depth assessment, development of an individual employment plan, short-term prevocational skill development, and group and individual counseling. “Training services” may be provided to individuals who have been unable to obtain jobs through core services or to employed individuals needing assistance to increase wage potential. Priority for adult training services is given to recipients of public assistance and other income-based eligibility criteria to ensure training funds are dedicated to the most needy.

Training services are provided by eligible service providers and consist of: occupational skills training, entrepreneurial training, on-the-job training, job readiness training, and basic educational training. Employer or industry specific customized training occurs when suitable, as well as skill upgrading and retraining for incumbent workers. Individual training accounts provided through Job Centers are utilized as well as contracts or grants to eligible service providers.

Each WIA participant receives an assessment and appropriate vocational counseling to ensure they have sufficient labor market, employer and trainer

expectations to make an optimal choice about vocational opportunities. Training is only provided when labor market or employer information indicates that the training will lead directly to employment or to job progression. To maximize choice when training is warranted, the participant is empowered to select the training and service provider of their choice based on the labor, employer, and training information received and the listing of eligible training providers.

## **Youth Program**

PY 02 was a transition year for the Youth Program. Major accomplishments this year included preparing for the transition to a statewide area, approval of the Individual Training Account waiver and the development of a statewide Youth WIA system with integrated approaches to data collection, record keeping and performance.

Alaska's older youth performance had a history of poor performance. Alaska was under threat of sanction and was in the second year of technical assistance plan. Despite early efforts to meet performance, local issues and inconsistent practices made it difficult for Alaska to succeed. However, in PY 02 Alaska took dramatic steps to improve the overall workforce investment system and in turn improve the Older Youth Credential Rate that we had failed to meet performance in PY 00 and 01. As a result of the changes initiated in PY 02, the local areas focused on meeting performance and actively participated with the state in strategies to improve performance.

Table 3

<b>Performance Measure</b>	<b>Negotiated Performance</b>	<b>Actual Performance</b>	<b>80% of Negotiated Performance</b>
<b>Older Youth</b>			
Entered Employment Rate	67.0%	59.2%	53.6%
Employment Retention Rate	70.0%	62.9%	56.0%
Earnings Change in Six Months	\$2500	\$2556	\$2000
Credential Rate	45.0%	40.7%	36.0%
<b>Younger Youth</b>			
Skill Attainment Rate	74.0%	88.6%	59.2%
Diploma or Equivalent Attainment Rate	55.0%	64.2%	44%
Retention Rate	54.0%	46.0%	43.0%

As the table illustrates, all performance measures exceeded the threshold 80% of Negotiated Performance. Furthermore, three of the measures exceed 100% of Negotiated Performance. The most significant measure to acknowledge is Alaska's Credential Rate for older youth. Thanks to the technical assistance from Region

VI, training from Social Policy Research, Inc., and aggressive training on data collection and recording, Alaska was able to bring this measure above the 80% level. Additional strategies are planned for PY03 that are focused on maintaining our overall performance while improving those measures where Alaska did not meet the negotiated measure.

Alaska served 144 older youth participants and 1180 younger youth participants. For many youth living in rural Alaska, the youth programs are often their only connection with traditional employment. Thanks to the summer employment program and the goals developed with younger youth, Alaska was able to maintain younger youth performance at a satisfactory level. Of significance is Alaska's Skill Attainment Rate. In PY 02 Alaska exceeded the negotiated performance measure by identifying over 1100 examples where youth achieved one or more agreed upon skills to attain. A significant number of the skills achieved were by over 200 out-of-school youth. The youth program in Alaska is an important tool in preparing Alaska's future workforce.

A youth development model is being integrated into the delivery of services, which includes intensive technical assistance, training, support, and evaluation of programs. U.S. DOL Region VI, through various staff and technical assistance, has been instrumental in providing resources and information to improve Alaska's performance statewide. Improvement also came with the assistance of Social Policy Research, Inc. and the Performance Improvement Project. Significant advances were realized through the analysis and correction of data, and training contractors in direct Management Information Systems (MIS) input. Training in performance, MIS and youth development was initiated this year and will continue with the implementation of the Career Development Facilitator Credential model training. Technical assistance funding will also support the development of a Case Management program through funding from Region VI. This is in addition to the usual training for youth contractors.

The two local areas managed the 27 WIA youth programs in PY 02 through June 30, 2003. The Anchorage-Mat-Su Local Area administered four programs. These included programs in Anchorage and the Mat-Su Borough. The Balance of State Local Area administered 23 programs. These programs were located in communities representing the remaining five regional areas: Southeast, Interior, Western, Kenai and the Northern regions. Both in-school and out-of-school programs were provided in each local area.

Both local areas had Youth Councils consisting of members representing the private and public sector in addition to representation from the Alaska Job Corps Center, parents and youth. The Youth Councils addressed policy issues such as definitions of credentials, performance, and the distribution of funds.

In the Anchorage area, Nine Star Enterprises, Inc. (NSE) provided most of the services for in-school youth. This grantee has developed a menu of service



delivery, which emulates a case management model. The grantee developed partnerships with youth service providers in education, workforce development and human services for the purpose of recruitment and support. NSE provided support to youth who had completed the Alaska Military Youth Academy program without completing their General Educational Development (GED) through an informal referral system. NSE participated in a project initiated by a committee of the Anchorage Mat-Su Youth Council for Resource Mapping.

What started as a project of the Youth Council has evolved to become part of a national community youth resource-mapping project in partnership with the Academy for Educational Development. The Alaska Job Corps Center, NSE, the University of Alaska, and the Alaska Department of Labor and Workforce Development have collaborated on this project. Both in-school and out-of-school youth participated in a college level Geographic Information Systems introductory course and surveyed businesses for resources for youth. Youth developed numeric, reading, writing, critical thinking, analytical and leadership skills in the process.

The Alaska Military Youth Academy was the largest contractor providing services to out-of-school youth. They provided a comprehensive residential program with extensive support, placement into employment and follow-up. Several vocational strands are offered to youth. Community service was a key requirement of the program. The McLaughlin Youth Center program was the only contractor providing services to incarcerated youth. Services focused on GED and Basic skill preparation, occupational skill development and work readiness. A majority of these youth have major academic gaps and so the primary focus is on basic skills, but the program also features several occupational skill-training programs such as Information Technology and Culinary Arts.

The Mat-Su Borough provided support to in-school youth through the Mat-Su Borough School District. They implemented basic skills, occupational skills development and work readiness. They focused on the development of career pathway programs in priority industries using national skills standards, including pre-apprenticeship programs and specialized *career camps* in the healthcare industries and entrepreneurship. They also provided leadership for others in Alaska for the development of partnerships with both the private and public sector in the creation of standards that are industry driven.

In the Balance of State, there were 23 youth programs. The challenge in rural Alaska was to provide viable work experiences since there are a limited number of jobs in many regions.

Programs ranged from vocational programs in community settings to programs located within school districts. One program, the Bethel Alternative Boarding School was the only school in a district of over 30 schools that exceeded the state benchmark standards. A program in Ketchikan prepared youth to enter the

Merchant Marine Training School and provided leadership in linking youth to an innovative alcohol and drug treatment program which increased their successful completion rate. The Youth program received a small amount of funding to pilot this project statewide since alcohol and drug abuse issues are a major barrier to youth in both employment and post-secondary education.

A program in Craig increased academic skills through an innovative program that utilizes work-based learning through entrepreneurship. The youth in this community have limited job opportunities, so they have created three industries in their village. These industries have not only become a learning environment but a viable enterprise that is needed in the community as youth built and operated a snack shack. They have added a PC repair business and a digital photo processing business, all new businesses to the community. One rural program in Aniak operated a community farm, providing fresh vegetables to be sold to the community and providing free vegetables to needy elders.

Several programs developed partnerships with the private sector and labor. Youth are placed in job shadowing and internship programs in several locations. In the community of Homer, agreements have been formed with over 50 small businesses to provide work experiences and mentoring for youth. In Kenai, youth participated in a community service project in addition to the occupational skill development activities. In the Northern region, the Maniluuq Native Association provided training in health careers, which is the number one industry in demand in Alaska. In the Interior region, there were several programs that focused on skill development. One program in the Fairbanks region is the only program that serves youth specifically experiencing a disability. This program not only provides the required youth elements but also works with employers to find special placement for youth that is suitable for employment.

Success and innovation occur at the personal level as well as programmatically. One older youth with a significant barrier to employment was trained as a horse handler at a local farm. Mentoring often goes both ways in youth programs. In one program young people interviewed senior veterans as an exercise in listening, communication, reading and writing. The program goal is to produce a book and CD, which records the interviews. Youth in the Yukon-Kuskokwim Delta region had an opportunity to prepare for the gold mining industry, which is still a profitable industry. Youth interested in the mining industry receive training and the required certifications to work in the mining industry. Youth in the Glennallen area received welding training and were linked to the welding union for support and career path development.

The western coastal regions have focused their projects on developing skills that are marketable in their region. These skills focus on the fishing industry, process industries such as oil and gas, and prepare young people for post-secondary education.

In summary, Alaska WIA Youth programs demonstrate rich diversity. The programs throughout the state have focused primarily on the development of academic skills, using a variety of methodologies. The disadvantaged youth experience many barriers. A significant percentage of the youth served experience disabilities. Many cultures were represented in the youth population served. Youth served not only included the clearly distinct cultures of the indigenous people of Alaska, but also significant participation from youth of Latino, Filipino, Samoan, Asian-Pacific, African American and Eastern European cultures. Geographic barriers and extreme weather conditions were a factor in providing services. In spite of all the intricate issues of cultural, geographical and educational issues facing disadvantaged youth, significant strides happened this year in developing a seamless system of services to youth.

## Statewide Activities

Statewide activities funds are an important part of Alaska's overall response to workforce development. (See Table 4.) Alaska has historically relied upon the statewide activities fund to meet primary obligations related to the eligible training provider list and this past year the state increased focus on evaluation and technical assistance in light of the issues associated with the Older Youth programs. Multiple administrative processes for managing performance were identified, so state and local boards partnered to design a better process. The collaboration resulted in a dramatic overhaul of the system, re-alignment of the administrative process, and improvement in reported performance.

Table 4

<b>Statewide Activities Categories</b>	<b>Amount Expended</b>
One Stop Delivery, Capacity Building, Staff Development and Technical Assistance	\$460,840
Research and Development	\$107,776
Evaluation	\$113,665
Incumbent Worker Projects	\$242,933
Eligible Training Provider List and Management Information System	\$152,715
Incentive Grants to Local Areas	\$150,000
Youth Services	\$149,312
<b>TOTAL</b>	<b><u>\$1,377,242</u></b>

The Alaska Workforce Investment Board directed that some of the statewide funds be awarded competitively for demonstration projects, capacity building,

and the development of incumbent worker projects. The state is looking for increased economic development in rural Alaska through the creation of small businesses. As a result, some funds were awarded to train One-Stop staff on self-employment and micro-enterprise as an example of demonstration and research. With the training, One-Stop staff will be better equipped to provide more effective guidance and referral to local entrepreneurs.

A large number of projects focused on incumbent workers in the health care industry. In order for new nurses to be hired, an employer must have trained and experienced preceptors ready to oversee the new nurses. Alaska's hospitals had a significant shortage in trained preceptors so several projects provided advanced training of incumbent nurses to take on the responsibilities of preceptor. The net result was both incumbent worker training that improves the retention of existing nurses as well as increasing the capacity for the state's healthcare system to hire newly trained nurses.

## Year Three Analysis

### WIA Financial Statement

**Table 5**

#### WIA 6/30/03 Annual Report

Operating Results	Available	Expended / Obligated	Pct.	Balance Remaining
<b>Total all Fund Sources</b>	35,799,169	30,779,275	85.98%	5,019,894
Adult Program Funds	4,302,320	3,993,730	92.83%	308,590
<i>Adult Carry in Monies</i>	4,023,685	4,023,685	100.00%	0
Dislocated Worker Program Funds	5,724,940	4,224,525	73.79%	1,500,415
<i>Dislocated Worker Carry in Monies</i>	4,684,486	4,684,486	100.00%	0
Youth Program Funds	3,105,380	2,724,923	87.75%	380,457
<i>Youth Carry in Monies</i>	3,211,733	3,211,733	100.00%	0
Local Administration Funds	1,352,554	1,194,230	88.29%	158,324
<i>Local Admin Carry in Monies</i>	1,324,434	1,319,094	99.60%	5,340
Rapid Response Funds	0	0	n/a	0
<i>Rapid Response Carry in Monies</i>	2,710,929	1,299,204	47.92%	1,411,725
Statewide Activity Funds	2,543,074	1,934,930	76.09%	608,144
<i>Statewide Activities Carry in Monies</i>	2,815,634	2,168,735	77.02%	646,899

Youth Supplemental	Expended / Obligated
Out-of-School Program Funds	323,188
Out-of-School Carry-In Funds	1,407,093
<i>subtotal</i>	1,730,281
In-School Program Funds	714,995
In-School Carry-in Funds	1,633,477
<i>subtotal</i>	2,348,472
Summer Employment Program Funds	175,872
Summer Employment Carry-in Funds	807,048
<i>subtotal</i>	982,920

## Analysis and Assumptions

Alaska's third year operating Workforce Investment Act programs was a year of transformation. Steady increases were seen in the number of enrollments across all programs except the older youth program. The average cost per participant stabilized. The state achieved an overall expenditure rate in excess of 85%. Finally, this was the year that the state began to take command of performance, accountability and integration of service delivery.

PY 2002 saw an increase in the sophistication of program service delivery as indicated by the Cost Effectiveness Ratio. Less than \$1,000 separated the highest ratio from the lowest across all programs. This is a strong indication that services are delivered in a consistent manner. The consistent Cost Effectiveness Ratio may indicate that Alaska's workforce investment programs have finally stabilized and that the focus should now address strategies for improving efficiency.

Table 6

<b>Cost Effectiveness Ratio All Registered Participants</b>	<b>Participants</b>	<b>Costs</b>	<b>C-E Ratio</b>
Adult Program	1707	\$7,389,393	\$4,344
Dislocated Worker Program	1259	\$5,996,681	\$4,763
Older Youth Program	144	\$646,756 *	\$4,491
<b>Total All Fund Sources</b>	<b>3110</b>	<b>\$14,032,830</b>	<b>\$4,512</b>

*\* Based upon the % of expenditures relative to the ratio of older and younger youth.*

Table 7

<b>Cost Effectiveness Ratio Entered Employment</b>	<b>Participants**</b>	<b>Costs</b>	<b>C-E Ratio</b>
Adult Program	195	\$7,389,393	\$37,894
Dislocated Worker Program	188	\$5,996,681	\$31,897
Older Youth Program	29	\$646,756	\$22,302
<b>Total All Fund Sources</b>	<b>412</b>	<b>\$14,032,830</b>	<b>\$34,060</b>

*\*\* Period of performance 10/01/01-9/30/02.*

A significant factor that affects the Cost Effectiveness Ratio is the number of participants. Alaska saw an increase of 21% in the Adult program and 36% in the Dislocated Worker program. These increases were in response to the increased services delivered by the local areas as a result of the available funding. Thanks to the increased resources, program enrollments steadily climbed. Now as the resources dwindle the number of new participants will likely decrease. With numbers of participants and costs in decline, a similar lower Cost Effectiveness

Ratio is anticipated next year. Fortunately the state identified the need for increased efficiency and took dramatic steps to improve efficiency in PY 2003.

Alaska is pleased to see the state's overall expenditure rate above 85%. Performance of this nature will mitigate concerns that the state is carrying excess funds into PY 2004. Furthermore the percentage is consistent with the expectations of the Employment and Training Administration. However, PY03 funds are 43% less than PY 02. This means the state entered PY 2003 with significantly less funds across all WIA programs and significantly less carry-in funds that might offset reduced funding. The loss of fiscal resources along with a significant economic downturn in Alaska's fishing industry means the state lacks the resources to respond to all eligible participants and will need to prioritize services to participants. So while Alaska achieved the expenditure rates expected from ETA, it will be unlikely that participants in PY 2003 can be served at the levels achieved in PY 02.

\*\*\*

**Appendix I**

**Frank H. Murkowski**  
GOVERNOR

**STATE OF ALASKA**  
OFFICE OF THE GOVERNOR  
**JUNEAU**

May 20, 2003

ADMINISTRATIVE ORDER NO. 210

Under the authority of art. III, secs. 1 and 24, of the Alaska Constitution and AS 44.17.060, I, Frank H. Murkowski, Governor of the State of Alaska, order that the State of Alaska is designated as a single state workforce investment area for purposes of the federal Workforce Investment Act of 1998 (WIA), 29 U.S.C. 2801 - 2945. I further order that the Alaska Workforce Investment Board (AWIB) is designated as the state's sole workforce investment board under the WIA in furtherance of AS 23.15.575(1). The changes made by this Order are consistent with the statutory changes made by CSSB 192(L&C), which recently passed the First Session of the Twenty-Third Alaska Legislature and will take effect July 1, 2003.

BACKGROUND

The purpose of the WIA is to provide workforce investment activities, through statewide and local workforce investment systems, that improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the United States. The AWIB has the responsibility for planning and coordinating federal, state, and local efforts in human resource programs in this state related to employment training. AS 23.15.575(1), AS 23.15.580, and AS 44.31.020(5) provide the authority for the State of Alaska to design and modify its workforce systems to meet the requirements of WIA and the ever-changing and unique needs of this state. Since enactment of the WIA in 1998, the State of Alaska has transitioned from multiple programs operated independently with minimal coordination, to a system of programs co-located in job centers with coordinated services. In order to realize maximum system efficiency for these programs, the State of Alaska should be designated as a single state workforce investment area with the AWIB assuming local workforce area responsibilities under the WIA. This change will enable more efficient operation of the AWIB and enable the State of Alaska to better meet the goals of the WIA.

FINDINGS

I, Frank H. Murkowski, Governor of the State of Alaska, find that:

1. A demand exists for a market-driven workforce system that is responsive to the needs of business and industry, and that is a catalyst for Alaska's economic success. The ability of Alaska to attract and retain business is dependent upon its capacity to offer a qualified workforce. Alaska's economy is diverse and requires a workforce system that is coordinated to ensure responsiveness to market forces.
2. The workforce system of the State of Alaska must be more cost effective and performance- and demand-driven in an environment of declining resources and increasing need. Alaska will gain economic efficiencies by placing policy and planning efforts under a single Alaska Workforce Investment Board. As the state's sole workforce investment board under the WIA, the AWIB would be called upon to improve the coordination and alignment of workforce investment activities throughout the state. Through the coordination by a single board, resources would be deployed to



increase positive performance and accountability for the workforce investment system in this state.

#### ORDER

In order to improve the accountability and performance of the workforce investment system, I, Frank H. Murkowski, order that:

The State of Alaska is designated as a single state workforce investment area and the AWIB is designated as the state's sole workforce investment board, assuming state and local area responsibilities under the WIA.

The AWIB shall develop a plan to provide adequate regional representation throughout the state, establish criteria for regional representation, and define regional responsibilities.

1. All partner agencies in the state's one-stop system (Alaska Job Center Network) shall review and update agreements and understandings to meet the requirements of the WIA.

2. In accordance with direction from the United States Department of Labor, the AWIB shall review and modify the State of Alaska's Unified Five Year Strategic Plan to ensure compliance with the WIA by July 1, 2003.

3. The Commissioner of the Alaska Department of Labor and Workforce Development (department) shall review the administrative staff positions of the prior local workforce investment areas in the state. The Commissioner is authorized to make an appropriate staffing plan, based on available appropriations, that ensures there is no disruption in customer services, and that appropriate personnel resources are deployed in support of the new local area and regional representation.

4. Administrative Order No. 205 is changed consistent with this Order to modify the reorganization within the department, as follows:

"The Division of Business Partnerships is established in the department, and includes the Alaska Workforce Investment Board (AS 23.15.550), the Alaska Workforce Investment office, and other department functions related to supporting the workforce investment board and system."

This Order takes effect July 1, 2003.

Dated at Juneau, Alaska this 20th day of May, 2003.

/s/Frank H. Murkowski  
Governor

**Frank H. Murkowski**  
GOVERNOR

**STATE OF ALASKA**  
OFFICE OF THE GOVERNOR  
**JUNEAU**

January 20, 2003

ADMINISTRATIVE ORDER NO. 205

Under the authority of art. III, secs. 1 and 24, of the Alaska Constitution and AS 44.17.020 and 44.17.070, I, Frank H. Murkowski, Governor of the State of Alaska, order the following reorganization within the Department of Labor and Workforce Development (department):

The Division of Business Partnerships is established in the department, and includes the Alaska Workforce Investment Board (AS 23.15.550), the Alaska Workforce Investment Office, the Balance of State Workforce Investment Board designated in Administrative Order No. 182, and other department functions related to supporting the workforce investment boards and system.

The new division creates a structure that will enable federally mandated, employer-led boards to partner with industry, unions, consortia, community organizations, and agencies in order to develop and enhance workforce systems that will benefit Alaskans and the state's business community.

This reorganization is necessary for efficient administration and provides the tools needed for the department to meet the mandates of the federal Workforce Investment Act of 1998 (29 U.S.C. 2801 - 2945).

This Order takes effect immediately.

DATED at Juneau, Alaska, this 20th day of January, 2003.

/s/Frank H. Murkowski  
Governor

## Appendix II

**2003 ALASKA WORKFORCE INVESTMENT BOARD ROSTER**

Name	Organization	Address	Phone	Fax	E-mail
<b>1. Lt. Governor Loren Leman</b>	Lieutenant Governor	P.O. Box 110015 Juneau, AK 99811	465-3520	465-5400	loren_leman@gov.state.ak.us
<b>Lt. Governor's Designee: Rachael Petro</b>	Lieutenant Governor's Office	510 L Street, Suite 410 Anchorage, AK 99501	271-1414	271-1415	rachael_petro@gov.state.ak.us rachael_petro@denali.gov
<b>2. Commissioner Greg O'Claray</b>	Commissioner, Dept. of Labor & Workforce Dev.	P.O. Box 21149 Juneau, AK 99802-1149	465-2700	465-2784	greg_o'claray@labor.state.ak.us
<b>3. Commissioner Roger Sampson</b>	Commissioner, Dept. of Education & Early Dev.	810 W. 10 <sup>th</sup> Ave., Suite 200 Juneau, AK 99801-1894	465-2800	465-3452	roger_sampson@eed.state.ak.us
<b>EED Designee: Karen Rehfeld</b>	Dept. of Education & Early Development	810 W. 10 <sup>th</sup> Ave., Suite 200 Juneau, AK 99801-1894	465-8650	465-3452	karen_rehfeld@eed.state.ak.us
<b>4. Commissioner Joel Gilbertson</b>	Commissioner, Dept. of Health & Social Services	P.O. Box 110601 Juneau, AK 99811-0601	465-3030	465-3068	<a href="mailto:Joel_gilbertson@health.state.ak.us">Joel_gilbertson@health.state.ak.us</a>
<b>DHSS Designee: Tony Lombardo</b>	Director, Division of Public Assistance	P.O. Box 110640 Juneau, AK 99811-0640	465-2680	465-5154	anthony_lombardo@health.state.ak.us
<b>5. Commissioner Edgar Blatchford</b>	Commissioner, Dept. of Com. & Economic Devel.	P.O. Box 110800 Juneau, AK 99811-0800	465-2500	465-5442	edgar_blatchford@dced.state.ak.us
<b>DCED Designee: Gene Kane</b>	Director, Div. of Community Advocacy	550 W. 7 <sup>th</sup> Ave, # 1770, Anchorage, AK 99501	269-4580	269-4539	gene_kane@dced.state.ak.us
<b>6. Andy Baker Private Sector, 10/13/06</b>	Baker Aviation	P.O. Box 116 Kotzebue, AK 99752	442-3138	442-2088	bakerotz@otz.net
<b>7. Rod Betit Private Sector,</b>	Alaska State Hospital and Nursing Home Assoc.	426 Main Street Juneau, AK 99801	586-1790	463-3573	rbetit@ashnha.com
<b>8. Richard Cattanach Private Sector, 10/13/04</b>	Assoc. General Contractors of Alaska	661 Highlander Circle Anchorage, AK 99518	561-5354	562-6118	dick@agcak.org
<b>9. Susan Denison Private Sector, 10/13/06</b>	Diversity Awareness Program, Providence Health System, Alaska	9100 Centennial Drive Anchorage, AK 99504	269-3212	338-6789	SDenison@provak.org
<b>10. Rose Ellis Native Org., 10/13/07</b>	Alaska Native Coalition on Employment & Training	1399 W. 34 <sup>th</sup> Ave., Ste. 204 Anchorage, AK 99503	644-8312	646-9287	rose@alaska.com
<b>11. Kristen Forrester Sec./Post-Sec. Ed., 10/13/05</b>	Mat-Su Borough School District	P.O. Box 2557 Palmer, AK 99645	746-9238	761-4087	kristen.forrester@matsuk12.us

<b>12. Neal W. Foster Bus/Industry, 11/14/05</b>	Bonanza Fuel	P.O. Box 1633 Nome, AK 99762	443- 2561	443- 3063	nfoster@snc.org
<b>13. Dr. Alice Galvin, Chair Bus/Industry, 10/13/04</b>	Adviser in Organizational Dev., BP Exploration	P.O. Box 196612 Anchorage, AK 99519	564- 5358	564- 4920	galvinaj@bp.com
<b>14. Harold Holten Organized Labor,10/13/06</b>	Seafarers Union Int'l	2481 Chandalar Road Anchorage, AK 99504	561- 4988	563- 0122	
<b>15. Pres. Mark Hamilton U of A Rep., 10/13/05</b>	President, University of Alaska	P.O. Box 755000 Fairbanks, AK 99775	474- 7311	474- 6342	sypres@alaska.edu
<b>Pres. Hamilton's Designee: Wendy Redman</b>	Vice President, University Relations	P.O. Box 755200 Fairbanks, AK 99775	474- 7390	474- 7570	wendy.redman@alaska.edu
<b>16. M. Chris Hayes Com. Based Org/ABE 10/13/07</b>	Executive Director, LOVE Social Services Center, Inc.	313 Droz Drive Fairbanks, AK 99701	458- 8400	458- 8402	<a href="mailto:mother@lilyofthevalley.org">mother@lilyofthevalley.org</a> <a href="mailto:lsscdir@acsalaska.net">lsscdir@acsalaska.net</a>
<b>17. Jim Laiti Org. Labor, 10/13/06</b>	Plumbers & Pipefitters Local 375	3568 Geraghty Street Fairbanks, AK 99709	479- 6221	479- 6227	local375@alaska.com
<b>18. Ramona M. McAleese Prof. Exp. W/Dev. Disabilities, 10/13/04</b>	ADA Partners Project	12321 Heritage Road Anchorage, AK 99516	222- 6166	222- 6166	monam@adapartners.org
<b>19. Dr. Jo Ann McDowell Pub Ed/Optional, 10/13/04</b>	Pres., Prince William Sound Com. College	P.O. Box 856 Valdez, AK 99686	834- 1612	834- 1611	vnjcm@uaa.alaska.edu
<b>20. Terry R. Miller Organized Labor, 10/13/04</b>	Operating Engineers	9309 Glacier Hwy, Bldg. A Juneau, AK 99801	586- 3850	463- 5464	<a href="mailto:luoe302J@gci.net">luoe302J@gci.net</a> <a href="mailto:Juneau@local302.com">Juneau@local302.com</a>
<b>21. Ginger Stock Private Sector, 10/13/07</b>	WebWeavers Technology Group	565 University Avenue, #4 Fairbanks, AK 99709	479- 9330	457- 7281	<a href="mailto:ginstock@ptialaska.net">ginstock@ptialaska.net</a>
<b>22. David G. Stone Business/Industry, 10/13/05</b>	Alaska Electric Light & Power	2339 Meadow Lane Juneau, AK 99801	463- 6302	780- 3571	<a href="mailto:david.stone@aelp.com">david.stone@aelp.com</a>
<b>23. Tim Sunday Organized Labor, 10/13/05</b>	Teamsters Local 959	306 Willoughby Avenue Juneau, AK 99801	586- 3225	586- 1227	tsunday@akteamsters.com
<b>24. Colleen Ward Private Sector, 10/13/06</b>	Owner XCEL	P.O. Box 751 Kenai, AK 99611	283- 6007	283- 8163	xcel@alaska.com
<b>25. VACANT Private Sector</b>					
<b>26. VACANT Business &amp; Industry</b>					

# WIA Annual Report Data

State Name: AK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Anchorage/Matanuska/Susitna/Borough LWIB	<b>Total Participants Served</b>	Adults	516
		Dislocated Workers	179
		Older Youth	57
		Younger Youth	608
	<b>Total Exiters</b>	Adults	251
		Dislocated Workers	65
		Older Youth	16
		Younger Youth	309

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	74.2	
	Employers	68	68.5	
Entered Employment Rate	Adults	66	70.5	
	Dislocated Workers	67	80.3	
	Older Youth	67	44.4	
Retention Rate	Adults	80	83.2	
	Dislocated Workers	85	84.2	
	Older Youth	70	75	
	Younger Youth	54	46.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,558	
	Dislocated Workers	92	126	
	Older Youth (\$)	2,500	3,846	
Credential / Diploma Rate	Adults	55	61.2	
	Dislocated Workers	55	63.8	
	Older Youth	45	44.4	
	Younger Youth	55	67.8	
Skill Attainment Rate	Younger Youth	74	98.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	0	13

# WIA Annual Report Data

State Name: AK

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Balance of State Workforce Investment Board	Total Participants Served	Adults	1,192
		Dislocated Workers	1,081
		Older Youth	89
		Younger Youth	573
	Total Exiters	Adults	409
		Dislocated Workers	376
		Older Youth	52
		Younger Youth	254

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	75.9
	Employers	68	76.1
Entered Employment Rate	Adults	66	78.1
	Dislocated Workers	67	79.1
	Older Youth	67	62.5
Retention Rate	Adults	80	82
	Dislocated Workers	85	85.3
	Older Youth	70	61.3
	Younger Youth	54	46.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,705
	Dislocated Workers	92	119.8
	Older Youth (\$)	2,500	2,431
Credential / Diploma Rate	Adults	55	68.4
	Dislocated Workers	55	73.6
	Older Youth	45	40
	Younger Youth	55	57.8
Skill Attainment Rate	Younger Youth	74	73.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

## WIA Annual Report Data

State Name: AK

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	75.6	596	1,621	1,621	36.8
Employers	68	72.6	42	161	161	26.1

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	75.1	181
			241
Employment Retention Rate	80	82.6	246
			298
Earnings Change in Six Month	4,000	5,639	1,578,916
			280
Employment and Credential Rate	55	65	210
			323

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	71.7	43	71.9	23	65.7	23	55.6	5
		60		32		35		9
Employment Retention Rate	85.1	57	87.8	36	76.5	26	75	9
		67		41		34		12
Earnings Change in Six Months	5,948	374,710	6,804	244,947	5,887	164,822	4,719	56,631
		63		36		28		12
Employment and Credential Rate	61.7	50	82.1	32	65.9	27	64.3	9
		81		39		41		14

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	78.4	152	61.7	29
		194		47
Employment Retention Rate	82.9	208	80.9	38
		251		47
Earnings Change in Six Months	5,862	1,377,502	4,476	201,414
		235		45



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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67	78	188
			241
Employment Retention Rate	85	85.1	160
			188
Earnings Replacement in Six Months	92	123.3	2,475,934
			2,007,863
Employment and Credential Rate	55	70.2	118
			168

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	71.8	28	78.9	15	64.3	9	72.2	13
		39		19		14		18
Employment Retention Rate	75	21	66.7	10	100	9	69.2	9
		28		15		9		13
Earnings Replacement Rate	116.5	309,174	138.7	142,062	206.6	108,724	335.9	132,274
		265,326		102,396		52,616		39,383
Employment And Credential Rate	70.4	19	85.7	12	62.5	5	62.5	10
		27		14		8		16

**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	77.4	130	79.5
168			73	
Employment Retention Rate	82.3	107	91.4	53
		130		58
Earnings Replacement Rate	131.1	1,362,409	115	1,113,525
		1,039,519		968,344

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67
Employment Retention Rate	70	62.9	49
			22
Earnings Change in Six Months	2,500	2,556	86,899
			34
Credential Rate	45	40.7	24
			59

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	45	9	0	0	62.5	5	67.6
20			1		8		37	
Employment Retention Rate	66.7	6	0	0	80	4	63.3	19
		9		1		5		30
Earnings Change in Six Months	3,394	30,549	0	0	3,344	16,720	2,740	79,456
		9		1		5		29
Credential Rate	25	5	0	0	25	2	41.3	19
		20		1		8		46

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	74
			1,308
Diploma or Equivalent Attainment Rate	55	64.8	197
			304
Retention Rate	54	46.4	163
			351

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	87	94	90	63	94.9	206
		108		70		217
Diploma or Equivalent Attainment Rate	65.2	15	47.8	11	72.2	143
		23		23		198
Retention Rate	42.2	19	33.3	7	47.1	97
		45		21		206

**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	81.6	151	7,257	1,219,100	3.3	6	6,455	1,149,055	81.8	108
		185		168		181		178		132
Dislocated Workers	81.3	117	167.5	1,402,129	6.9	13	8,311	1,562,441	80.2	97
		144		836,997		188		188		121
Older Youth	67.9	19	3,678	99,301	6.9	2	3,486	97,611		
		28		27		29		28		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>1,708</b>	<b>660</b>
<b>Dislocated Workers</b>	<b>1,261</b>	<b>441</b>
<b>Older Youth</b>	<b>146</b>	<b>68</b>
<b>Younger Youth</b>	<b>1,181</b>	<b>563</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$7,389,393.00</b>
<b>Local Dislocated Workers</b>		<b>\$6,296,681.00</b>
<b>Local Youth</b>		<b>\$4,042,226.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$531,588.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,247,192.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Building and Staff Development	<b>\$124,932.00</b>
	Research and Demonstration	<b>\$257,088.00</b>
	Incumbent Worker	<b>\$242,933.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$20,132,033.00</b>