Delaware Workforce Investment Board Executive Summary PY02

Last year Delaware was sanctioned for failure to meet one (1) out of the seventeen (17) mandated performance measurement standards for two consecutive years. The standards were established as part of the original 5-Year Strategic Plan for Delaware Workforce Investment Board (DWIB).

DWIB members worked diligently with DWIB staff, DE Department of Labor and US Department of Labor to develop a corrective action plan. In addition, Ed Ratledge from the Center for Applied Demography and Survey Research (CADSR), University of Delaware, did extensive research and presented scientific data that was critical to the process for re-negotiating the previously established goals.

At the end of the previous program year, DE had failed to meet the 80% threshold for 5 of the performance goals. DWIB leadership participated in several negotiation sessions with U.S. Department of Labor representatives and successfully re-negotiated lower goals for all 5 of the measures that we failed last year. The following illustrates the results of these negotiations:

Retention Rate – Dislocated Workers: was 85%, negotiated to 77%
Retention Rate – Older Youth: was 73%, negotiated to 65%
Earnings Change – Adults: was $3,000, negotiated to $2,400
Earnings Change – Older Youth: was $3,277, negotiated to $1,400
Diploma Rate – Younger Youth: was 57%, negotiated to 52%

These re-negotiated goals, as well as an overall improvement in actual performance, resulted in the successful attainment of 4 of these 5 performance standards.

Overall, the actual performance of our workforce system demonstrated a positive improvement in the performance levels in nine (9) out of seventeen (17) standards.

The Older Youth Earnings Change actual performance for this year was $787. We needed to reach $1,120 (80% of the $1,400 goal), to achieve the minimum acceptable level. Last year's performance was $865. This is the 2nd consecutive year we have failed to meet the minimum performance in this category.

We sincerely regret the outcome, but wanted to take a moment to outline the significant effort that was made by DWIB and staff. It is also important to note that the cohort that is measured in this category include participants who exited the program between October 1, 2001 and September 30, 2002. By the time we began root cause analysis and research, most of these young men and women had already exited the system, thus limiting in our ability to further influence their specific outcomes.

We continue to develop corrective action steps that include improved eligibility and assessment determination prior to training, expanded training and resources for appropriate exit strategies for our One-Stop case managers, and closer coordination and monitoring of the performance of our training providers.

We have a core group of strong, dedicated leaders who have donated extensive time and energy to improving workforce development initiatives for Delaware. DWIB used scientific data and research to develop goals that were directly correlated with Delaware's economy, labor market demand and the objectives of Workforce Investment Act. We remain confident that as we move forward we will attain success and accomplish the goals established by DWIB and US Department of Labor.

Please meet some of Delaware's **"Faces of Success"**:

      Doretha Hobbs came to the WIA funded Challenge Program construction training in the fall of 2001 looking to gain some carpentry skills and increase her employment opportunities. She dropped out of high school when she was 16, but had managed to earn a GED while in Job Corps. Since graduation from the Job Corps she had been unable to find employment.   The Challenge Program offered Dee the opportunity to further her carpentry skills, refresh her basic educational training, and increase her self-confidence.

      Dee found that the hands-on training offered at the Challenge Program fit her learning style perfectly. She immediately proved her willingness to learn through perfect attendance and punctuality.   Upon enrollment Dee found that her TABE scores had slipped to well below the 10th grade level, and she was going to need some work to increase her scores. Within a few months in our education program her scores improved enough that she scored well above the 10th grade level and passed the ASVAB test for entry into the military. On the carpentry site Dee found that her lack of confidence and her lack of problem solving experience were a hindrance, and sought to improve them through practice. She worked extra hours on Fridays, and volunteered for any other extra work that might come around. As a single woman trying to pay rent and live on her own, the stipend allowed for the program was barely sufficient to make ends meet. But she knew that if she completed the program and graduated that the hard work would pay off.

      The Challenge Program offered Dee the combination of a safe learning environment, free from the stresses of the workplace, and practical construction training that made it a perfect opportunity to set goals beyond the most basic menial jobs. In the winter of 2002 Dee began to work on Thursdays and Fridays with a local metal sculptor on a gate for the Delaware Center for Horticulture

through a Challenge Program partnership.   It proved to be a valuable opportunity for Dee not only to do some interesting metal work, but also to have a supervisor and job that were not affiliated with a training program.   She propelled these experiences into a desire to enter the military and join their construction corps.

Dee entered military service in the fall of 2002, and completed basic training just before Christmas. In the spring of 2003, she was notified that she would be deployed in the Persian Gulf, and she shipped out for Kuwait in May of 2003. We last heard from Dee from a satellite phone in Iraq in late July, and all was well. She said she is proud to serve our country and understands that she will bring come home a completely different perspective and invaluable experience. We are looking forward to a visit upon her safe return.

Victoria Bryant (left) with her instructor, Sandra Klima, RN (right) .

Victoria was a 1999 high school graduate with numerous short-term clerical positions. She was unhappy in clerical work but had no training for the healthcare arena, which was the industry that she longed for. DWIB funded a program through Delaware Technical & Community College (DTCC) that offered hope for Victoria. On August 5, 2002 Victoria enrolled in DTCC, Terry Campus, Nurse's Assistant Training Program for Out of School Youth. She had good work ethics and earned the respect of her classmates and other staff during Clinical training. Victoria successfully completed 10/18/02 with the highest grade point over 95%.

She then applied for employment at Bayhealth Medical Center in Milford, DE, and began work November 18, 2002. She continues to work full time, and is now enrolled at Delaware Tech, Terry Campus, working toward an RN degree.

Victoria has moved from a tentative, unsure student into a proud, motivated credit student and valuable employee in a medical setting providing caring, competent nursing assistant care.

These are just a few of the successful WIA funded participants in Delaware. Their stories are different but their goals are the same ~ to find the right industry (quality assessments) and the right training (premier training providers) and the right job (exceptional placement services) to meet current and future labor market demand (active, engaged Workforce Investment Board members). Delaware Workforce Investment Board continues to focus their efforts on policies that will improve the program performance, including concentrated research on the data collection and validation processes. We often have the privilege of meeting our participants and hearing of their success first hand. We recognize

the critical importance of capturing that success in our reporting mechanism and are confident in our ability to meet that objective!

Wage Gains in Delaware: Research Notes
Ed Ratledge, University of Delaware

Measuring wage gains in Delaware is somewhat hazardous for several reasons. First, it is a complex, regional labor market with significant movement across state boundaries in both directions. Second, employers who are self-insured such as are found in the non-profit sector do not report individual wages. Taken together, these factors make it difficult to track wages for about 20% of the labor force. When wage gains are calculated for program participants, it is difficult to know if a person is or was not employed or were employed by a firm that doesn't report. These factors will have substantial impact on the calculations.

To illustrate the problem, a group of 238 adults, that exited programs during the period 7/1/00-6/30/01 and had evidence of wages during the first quarter after exit, were analyzed. The wage gain was calculated as the difference in wages between the second and third quarters before entering the program and the second and third quarters after exit. The average wage gain was $1928.60 but this is only part of the story. The graph below shows the distribution of wage gains within the sample.

DIFF1

Std. Dev = 6019.43
Mean = 1928.6
N = 238.00
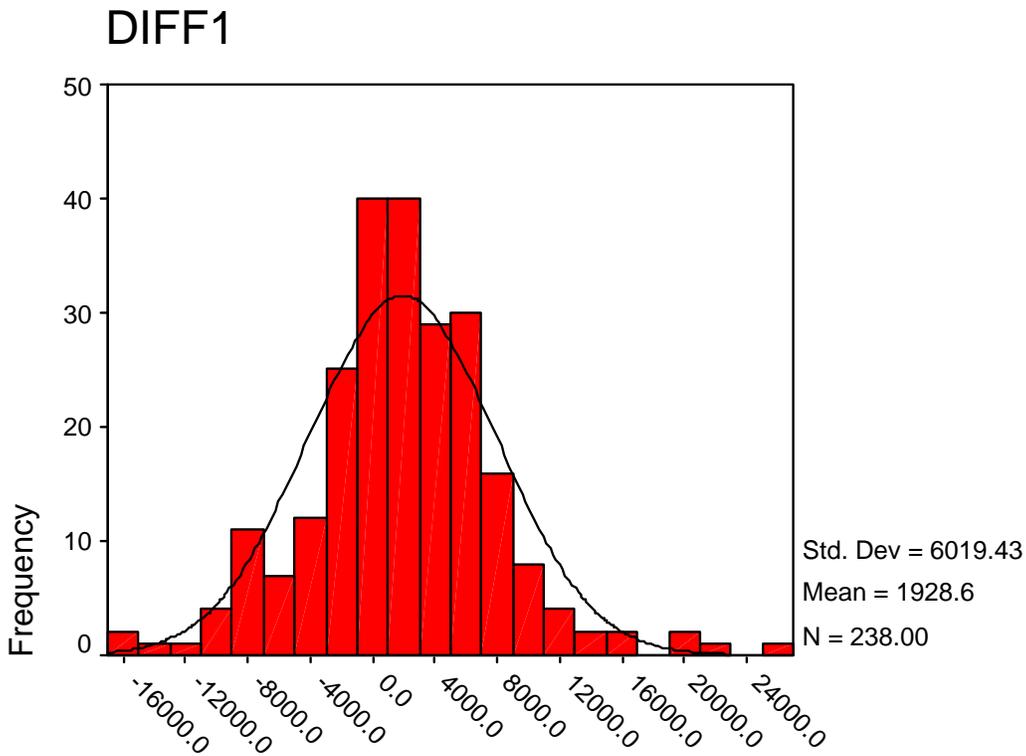
DIFF1

As is readily apparent, the range is substantial $-16,925 to +$26,640. The median was $1862.50 and there is some skew to the right in the distribution. The most likely or modal value is a gain of $0. If we trim the distribution of the outliers, then a more compact distribution appears with a less pronounced skew and the mean is reduced slightly to $1805.80 and the median is only slightly reduced to $1852.

DIFF1

Std. Dev = 4964.66

Mean = 1805.8

N = 229.00
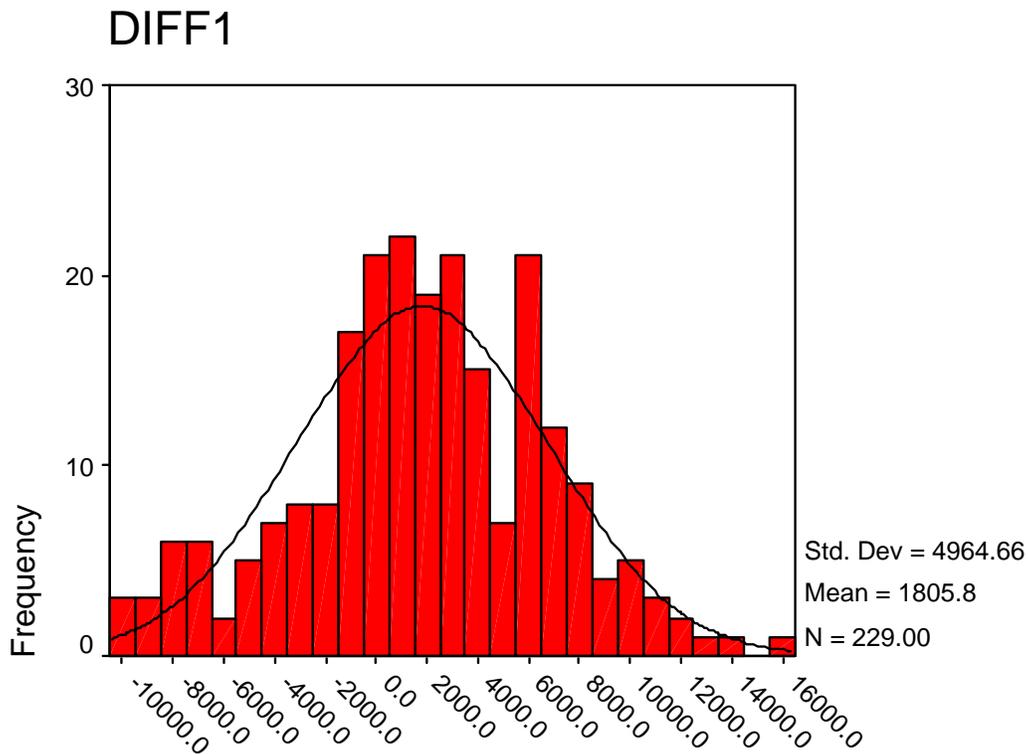
DIFF1

Using the remaining 229 observations a couple of simple models were developed. The first model looked at the impact of pre-program wages on the wage gain. Of particular interest was the impact of zero wages in prior quarters.

The result shows that zero wages in the prior third quarter adds $3,900 to the total wage gain while zero wages in the prior second quarter adds an additional $1,900. The expected wage gain for those reporting wages in both quarters was $171. These results are hardly surprising and a reasonable person could conclude that people with employment records should not be accepted if wage gains were to be maximized.
In general, each dollar of prior wages decreases the expected gains by more than $.60.

One of the more interesting aspects of this population is the actual wages being earned. The prior six-month wages were $3828 while the after six-month wages were $5634.

WAGEBF

Std. Dev = 4195.66
Mean = 3828.4
N = 229.00
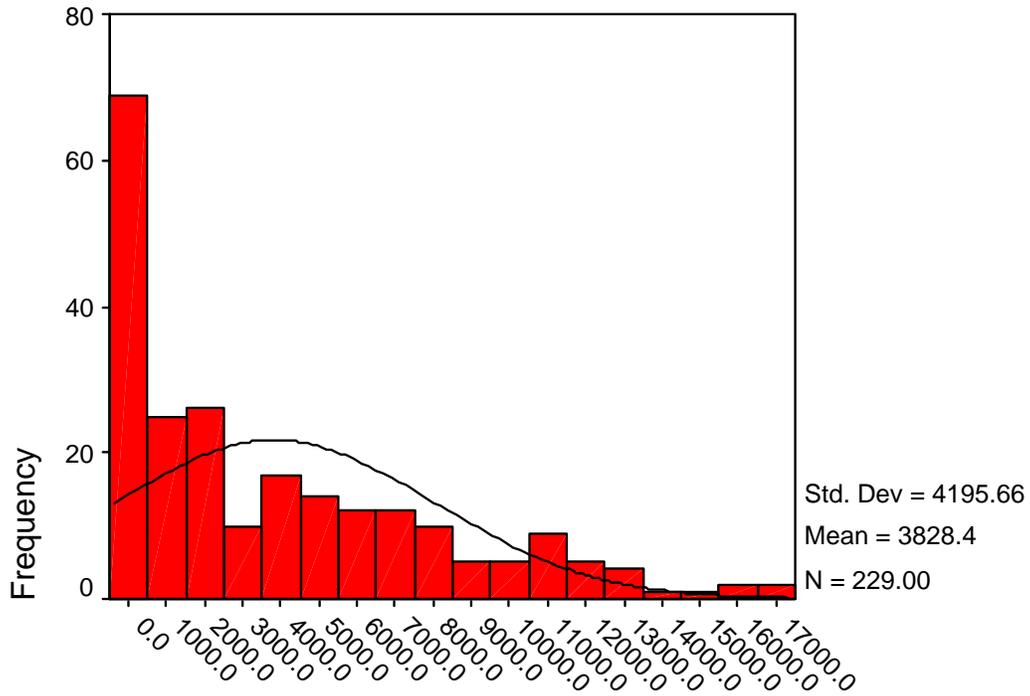
WAGEBF

These graphs need to be put in context. A full-time minimum wage worker would make about $6000 for the six-months while some one making an average Delaware wage would make $12,000. Only a small portion of the before and after wages rise to that level.

What appears to be happening is that a good portion of the wage gains are coming from workers that were unemployed becoming employed at the minimum wage or working part-time.

WAGEAF

Std. Dev = 4493.54

Mean = 5634.2

N = 229.00
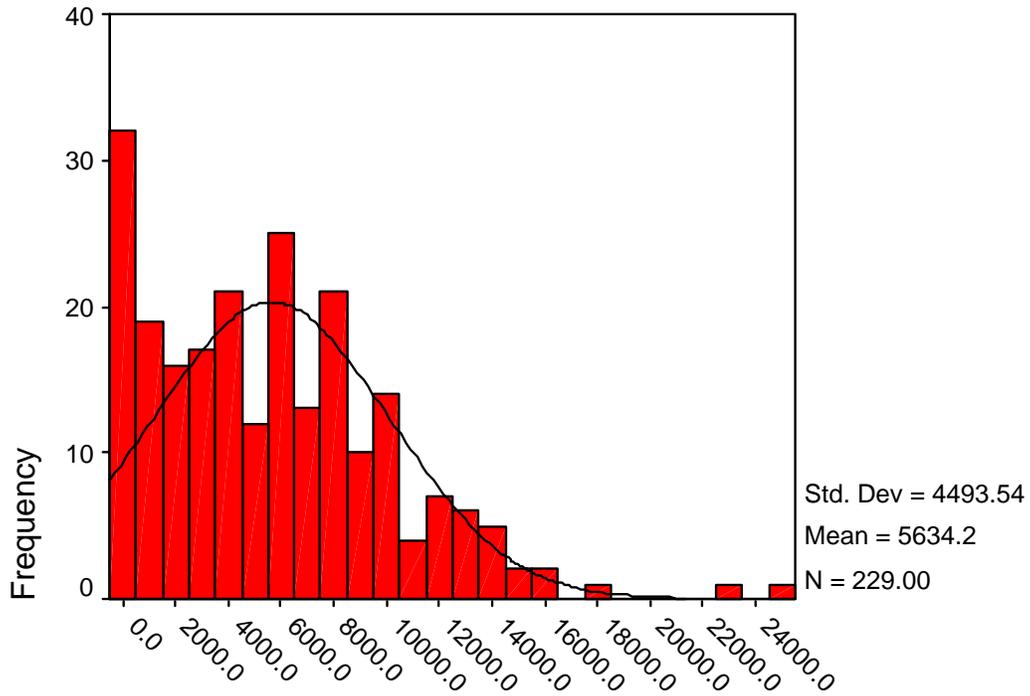
WAGEAF

One other comparison is useful. This is clearly a low-income group. If the same criteria are applied to calculating gains using the full DOL matched wage file a roughly comparable group of 73,000 shows gains during the same time period of $2,000.

As we move forward in time the labor market is changing. Unemployment rates are rising and the civilian labor force is stagnant. Annual wage increases have been in the 2% range and opportunities for job-hopping are less. This will make it more difficult to show gains unless the proportion of people in the program with zero wages increase.

Performance Measures Renegotiation: Notes On The Delaware Economy For The Delaware Workforce Investment Board
April 11, 2003

Overview

A quick snapshot of the Delaware economy's job picture shows the following:

- Total nonfarm jobs (seasonally adjusted) peaked at 422,400 in the first quarter of 2001;
- For five straight quarters after that, jobs declined to 412,300 in the second quarter of 2002, a loss of 10,100 jobs, or 2.4 percent;
- The final two quarters of 2002 reversed this trend, but just barely – job growth for the entire second half of 2002 totaled only 500 jobs;
- In 2001, Delaware lost 600 jobs; in 2002, another 6,400. For the first two months of 2003, we have already lost another 2,400 jobs.

Forecast

Our short-term forecast is for weak job growth for the next two years. We expect the State to grow 3,300 new jobs for 2003, and 1,500 jobs for 2004. By comparison, our average annual job growth for the years 1993 through 2000 was 9,600. Our outlook for 2003 is, therefore, just 35% of that pace, and for 2004, only 16% of that level.

However - and at this point it may be a bigger than usual "however" – there is still a chance, albeit a very small one, that the economy could recover later this year and generate greater job growth than we predict. The factors that make this unlikely include high levels of both individual and corporate debt; high federal deficits for the foreseeable future; the strictures on every state economy, resulting in a broad and varying mixture of service cuts, tax increases and layoffs; and the reluctance of employers to commit to hiring and investments under uncertainty. It is also just as likely that the national economy could slip back into recession. This is important for Delaware because, as the nation goes, so generally goes Delaware's economy, as shown by national and Delaware job totals peaking, and then resuming growth, at precisely the same time during this recession.

Our confidence in predicting Delaware employment levels is quite high. In general, our accuracy level in forecasting one quarter out is 99.7%; and for each quarter farther out, our accuracy recedes slightly, as would be expected. For our eight quarter forecast (two years), our accuracy level is 98.2 percent.

Employer Requirements

This is quite probably the most unforgiving economic situation imaginable for minimum-skilled persons. The mantra of employers, Delaware firms included, is "employability, not employment". Workers are expected to be part of a value chain that delivers increasing benefits to customers, based upon continuous improvement of one kind or another. The ability to absorb – and generate returns to - training investments, especially technological - is now a standard business expectation, and therefore critical to aspiring workers. Employers (including Delaware employers, from our work with them) demand – not by choice, but by global competition, the following:

1. written and verbal communication skills;
2. leadership skills;
3. problem solving and analytical skills;
4. computer literacy;
5. strong interpersonal skills;
6. teamwork.

Job Outlook

Currently, 40% of jobs (new and replacement) require only short-term training (30 days or less), while those requiring moderate training (between 30 days and one year) represent another 14 percent. But the short-term training jobs will grow by just 16% over the next decade, and those requiring moderate training will grow by only 10 percent. By comparison, jobs calling for an Associates Degree will grow by 35 percent.

Following is a list of those Delaware jobs with the most annual openings over the next 10 years:

Job	Annual Openings
Retail sales*	674
Cashiers*	665
General mgrs/top executives	498
Waiters/waitresses*	458
Office clerks	440
Food prep/service workers*	350
Office supervisors	315
Customer service clerks*	266
Registered nurses	260
Janitors & cleaners*	257

* short-term training only

Education And Income

The old saying is that "ignorance costs and education pays". According to the 2000 Census, those with the least education paid the highest cost: those without a high school diploma earned an average of $16,121 per year - $7.75/hour.

<u>Original (2000) Performance Measures</u>

To create the original national WIA performance measures, the U.S. Department of Labor used seven test states as barometers: Florida, Indiana, Kentucky, Nevada, Texas, Utah, and Vermont. Preparatory to negotiation of Delaware's original measures in 2000, Dr. George Sharpley, Jr. of our staff examined the differences in economic conditions between Delaware and the seven test states. Two of his conclusions bear repeating:

1. Overall, the differences between Delaware and the test states in unemployment rate, job growth, average wages, and business formation were probably not enough to warrant significantly lower standards for Delaware. *More importantly – neither did these differences support higher standards;*
2. About 10% of total Delaware employment is in areas where no UI wage records are collected, such as hospitals, nonprofits, and universities. *Yet, none of the test states had this problem – all received UI wage records for job sectors that Delaware does not.* On top of this, WIA *mandates UI wage records as the source of wage records*. The result: this disparity - in itself – would cause Delaware to fall *five to seven percentage points below* the average entered employment rate.

   Admittedly, WIA does allow "supplemental sources" to establish employment for the entered employment measure. But there are two very important "but" issues here:

   - expenses – scarce dollars must be spent to gather this information, and the expense will rise as a more complete count is attempted. Moreover, every dollar allocated to such work is a dollar less for programs;
   - nonprofits – WIA/ITA recipients enter nonprofit work at a higher proportion than for the economy as a whole, thus making the cost of an acceptable count even higher. Yet without spending scarce dollars to achieve this, the missing wage problem – and the falsely negative picture it creates of Delaware performance on wages and entered employment - remains. Thus, the Delaware Workforce Investment Board is faced with a no-win situation: spend program dollars on an acceptable count to verify performance, or spend on training for job placement – much of which cannot be verified, thus making the problem even worse.

<u>Concluding Implications For Revised Performance Measures</u>

1. The Delaware economy, now and through 2004, cannot – and will not - absorb jobseekers at a number and pace to achieve anything close to current performance measures. The most fertile seeds in the world will not grow on barren ground;
2. WIA/ITA recipients represent, by and large, those who bring the least to employers in skills, education, and labor market experience. In comparison with

non-WIA/ITA jobseekers, they are at a severe comparative disadvantage, especially since many lack the "skill kit" now routinely demanded by employers;

3. While many jobs requiring only short-term training will be available, their share of total job growth will decline, and their wages mirror the minimal skills required. These are entry-level opportunities only, and are not generally the sort of positions that employers look upon as candidates for greater investment. They are "door openers", not career launchers – or family supporters. Also, the trend by employers in contracting out all but core functions, and using part-time and temporary workers will only accelerate, thus creating even fewer such job openings over time;

4. WIA/ITA recipients with less than a high school education represent, purely as a matter of return on investment, the greatest risks. This is most especially true of the "hardest to serve" population such as former offenders;

5. The current performance measures were created at a time of robust and widespread economic growth. That time is no more, and will not be, at least through 2004. This does not suggest that the original measures were once correct, and are now suddenly incorrect. It is simply a reflection of the simple truth that performance measures built during good times cannot possibly apply in bad times. Were they to, they would constitute an expectations "straitjacket" that the Delaware Workforce Investment Board could not escape;

6. The UI wage record gap requires, by itself, a reduction in the entered employment measure of between five and seven percentage points.

Dr. Jim McFadden, Director of Labor Market Information
Dr. George Sharpley, Jr., Sr. Economist
Edward L. Simon, Sr. Labor Market Analyst

DELAWARE Workforce Investment Board   Program Year 2002 (July 1, 2002 - June 30, 2003)

WIA Financial Statement

	Available	Expended	Percent	Remaining
TOTAL ALL FUNDS SOURCES	**9,302,172**	**8,001,918**	**86.00%**	**1,300,254**
Adult Program Funds	2,333,831	1,950,142	83.60%	383,689
Carry-in	341,578	341,578	100%	0
Dislocated Worker Funds	2,549,663	1,641,141	64.40%	908,522
Carry-in	383,976	383,976	100%	0
Youth Program Funds	3,430,651	3,422,608	99.80%	8,043
Carry-in	262,473	262,473	100%	0
Out of School Youth	1,434,069	1,434,069	100%	0
In School Youth	1,434,068	1,434,068	100%	0
Summer Employment	0	0	0%	0
Local Admin. Funds	138,656	138,656	100%	0
Carry-in	0	0	0%	0
Rapid Response Funds	28,628	28,628	100%	0
Carry-in	23,292	23,292	100%	0
Statewide Activity Funds	918,344	918,344	100%	0
	0	0	0%	0

COST EFFECTIVENESS C-E RATIO

Overall, All Program Strategies	2,637
Adult Program	1,067
Dislocated Worker Program	614
Youth Program	1,209

1st State Academy of Cosmetology and Barbering LLC	DE000124N	6.15	7.87	Nail Technician	Nail Technician	120403
All About Nails & Skin	DE000080N	6.15	7.87	Nail Technician	Nail Technician	120401
Delmarva Beauty Academy	DE000084N	6.15	7.87	Nail Technician	Nail Technology	120403
Dover Beauty Academy	DE000085N	6.15	7.87	Nail Technician	Nail Technician	120401
JG's School of Cosmetology and Salon	DE000061N	6.15	7.87	Nail Technician	Nail Technology	120401
Delaware Technical & Community College - Owens Campus	DE000024N	6.45	7.92	Child Care worker	Childhood Development Associate Certification Certificate	131299
Delaware Technical & Community College - Owens Campus	DE000024N	6.45	7.92	Child Care worker	Early Childhood Studies Diploma	131204
Delaware Technical & Community College - Terry Campus	DE000032N	6.45	7.92	Child Care worker	Early Childhood Certificate	131204
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	6.45	7.92	Child Care worker	Early Childhood Certificate	131204
Ministry of Caring, Inc	DE000044N	6.45	7.92	Child Care worker	Child Care Provider Program	200201
Polytech Adult Education	DE000011N	6.45	7.92	Child Care worker	Early Childhood Education - Core Curriculum Plus	200201
Polytech Adult Education	DE000011N	7.48	9.60	Pharmacy Technician	Certified Pharmacy Technician	510805
Sussex Tech Adult Division	DE000028N	7.48	9.60	Pharmacy Technician	Advanced Pharmacy Practices	512099
Sussex Tech Adult Division	DE000028N	7.48	9.60	Pharmacy Technician	Pharmacy Technician Certificate Program	510805
Delaware Technical & Community College - Owens Campus	DE000024N	7.57	9.92	Landscaper	Applied Agriculture, Turf Management Option	20101
1st State Academy of Cosmetology and Barbering LLC	DE000124N	6.15	10.13	Cosmetology	Cosmetology Service, General	120401
Delaware Learning Institute - Millsboro	DE000070N	6.15	10.13	Cosmetologist	Cosmetologist	120403
Delmarva Beauty Academy	DE000084N	6.15	10.13	Cosmetologist	Cosmetology	120403
Dover Beauty Academy	DE000085N	6.15	10.13	Cosmetologist	Cosmetologist	120403
JG's School of Cosmetology and Salon	DE000061N	6.15	10.13	Cosmetology	school of cosmetology	120403
Schilling - Douglas School of	DE000025N	6.15	10.13	Cosmetologist	Cosmetologist	120403
Simply Styling It by Rome Hair Design	DE000120N	6.15	10.13	Cosmetology	Simply Styling - School of Cosmetology	120403
Delaware Protective Services Academy	DE000125N	7.58	10.19	Security guard	Security/Bodyguard/Violentoloist Training Programs	430109
Beebe Medical Center - Beebe School of Nursing	DE000053N	8.53	10.80	Certified Nurse's Asst.	Nursing Assistant Course	511614
Dawn Training Centre, Inc	DE000017N	8.53	10.80	Certified Nursing Assistant	Certified Nursing Assistant	511614
Delaware Skills Center	DE000016N	8.53	10.80	Certified Nursing Assistant	Certified Nursing Assistant	511614
Delaware Technical & Community College - Terry Campus	DE000032N	8.53	10.80	Certified Nursing Assistant	Certified Nurse's Assistant Workforce Program	511614
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	8.53	10.80	Certified Nursing Assistant	CNA Prep Workforce Program	519999
Polytech Adult Education	DE000011N	8.53	10.80	Certified Nurse's Asst.	Patient Care Technician	510999
Polytech Adult Education	DE000011N	8.53	10.80	Certified Nursing Assistant	CNA/Home Health Training	511615
Sussex Tech Adult Division	DE000028N	8.53	10.80	Certified Nurse's Asst.	Nurse''s Aide	511614
Sussex Tech Adult Division	DE000028N	8.53	10.80	Certified Nursing Assistant	Basic Patient Care Technician	510801
Computoss Technologies	DE000092N	6.96	11.06	General office clerk	Basic Computer Concepts and Skills	110101
Delaware Technical & Community College - Owens Campus	DE000024N	6.96	11.06	General office clerk	DE First Core Curriculum Advanced Workforce Program	130301
Delaware Technical & Community College - Owens Campus	DE000024N	6.96	11.06	General office clerk	DE First Core Curriculum Basic Workforce Program	130301
Delaware Technical & Community College - Terry Campus	DE000032N	6.96	11.06	General office clerk	DE First Core Curriculum Advanced Workforce Program	130301
Delaware Technical & Community College - Terry Campus	DE000032N	6.96	11.06	General office clerk	DE First Core Curriculum Basic Workforce Program	130301
Delaware Technical & Community College - Terry Campus	DE000032N	6.96	11.06	General office clerk	Windows 2000 MS Certified Workforce Program	110401
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	6.96	11.06	General office clerk	DE First Core Curriculum Advanced Workforce Program	130301
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	6.96	11.06	General office clerk	DE First Core Curriculum Basic Workforce Program	130301
e-Communications, Inc. - Dover	DE000094N	6.96	11.06	General office clerk	Introduction To Computers and Computer Software	110101
e-Communications, Inc. - Newark	DE000089N	6.96	11.06	General office clerk	Introduction to Computers and Computer Software	110101
New Wave Computer Training	DE000123N	6.96	11.06	General office clerk	ESL	230101
New Wave Computer Training	DE000123N	6.96	11.06	General office clerk	ESL + Office Professional	110301
Opportunity Center - Dover	DE000114N	6.96	11.06	General office clerk	Business Technology	520408

Provider	ID			Occupation	Program	Code
Opportunity Center - Newark	DE000115N	6.96	11.06	General office clerk	Business Technology	520408
Opportunity Center Inc - Wilm.	DE000006N	6.96	11.06	General office clerk	Business Technology	520408
Polytech Adult Education	DE000011N	6.96	11.06	General office clerk	Basic Office Skills Certificate	520408
Polytech Adult Education	DE000011N	6.96	11.06	General office clerk	Software Proficiency Series - Word or Excel or Access	520408
Professional Staffing kc	DE000004N	6.96	11.06	General office clerk	Business Skills for the Workplace	520408
Professional Staffing NCC	DE000010N	6.96	11.06	General office clerk	Business Skills for the Workplace	520408
Professional Staffing sc	DE000122N	6.96	11.06	General office clerk	Business Skills for the Workplace	520408
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Basic Computer Certificate Program	520408
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Communication in the Workplace	320108
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Computer Basics, Part 1	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Computer Basics, Part 2	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Computer Owner's Guide	320199
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Computer Terminology and Vocabulary	520407
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	E-mail	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Internet Security	520408
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Introduction to the Internet	360101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Microsoft Word	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Microsoft Word Advanced Document Formatting	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Office/Clerical Certificate Program	520406
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Windows 95/98	110101
Sussex Tech Adult Division	DE000028N	6.96	11.06	General office clerk	Windows 95/98, Part 2	320101
University Of Delaware- English Language Inst.	DE000056N	6.96	11.06	General office clerk	English as a Second Language	320108
University Of Delaware- English Language Inst.	DE000056N	6.96	11.06	General office clerk	English as a Second Language Evening Program	320101
Cecil Community College - Elkton	DE000013N	7.80	11.19	Medical Assistant	Medical Assistant Program	510801
Cecil Community College - Elkton	DE000013N	7.80	11.19	Medical Assistant	Medical Clinical Assistant	510899
Dawn Training Centre, Inc	DE000017N	7.80	11.19	Medical Assistant	Medical Assistant	510801
Dawn Training Centre, Inc	DE000017N	7.80	11.19	Medical Assistant	Medical Assistant	510801
Harrison Career Institute	DE000060N	7.80	11.19	Medical Assistant	Medical assistant	510801
Polytech Adult Education	DE000011N	7.80	11.19	Medical Assistant	Medical Assistant	510801
Sussex Tech Adult Division	DE000028N	7.80	11.19	Medical Assistant	Medical Arts Certificate Program	510801
Delaware Technical & Community College - Terry Campus	DE000032N	8.84	11.22	Data Entry	Computer Keyboarding Certificate Workforce Program	119999
Opportunity Center Inc - Wilm.	DE000010N	8.84	11.22	Data Entry	Alphabetic and Numeric Data Entry Training	520407
Professional Staffing kc	DE000004N	8.84	11.22	Data Entry	Alphabetic and Numeric Data Entry Training	520407
Professional Staffing sc	DE000122N	8.84	11.22	Data Entry	Alphabetic and Numeric Data Entry Training	520407
Sussex Tech Adult Division	DE000028N	8.84	11.22	Data Entry	Keyboarding	110101
Wilmington Employment Corps Inc.	DE000047N	8.84	11.22	Data Entry	Data Entry	521299
Aesthetician Technique LTD	DE000058N	6.36	11.93	Aesthetician	Advanced aesthetics & Spa Body Therapist	530203
Aesthetician Technique LTD	DE000058N	6.36	11.93	Aesthetician	Aesthetic Program-Basic level	120401
Delaware Learning Institute - Wilmington	DE000069N	7.57	12.16	Personal Trainer	Personal Training	310501
Cecil Community College - Elkton	DE000013N	9.33	12.19	Medical Office Clerk	Medical Office Support Staff	510799
Dawn Training Centre, Inc	DE000017N	9.33	12.19	Medical Office Assistant	Medical Office Assistant / Transcriptionist	510708
Delaware Technical & Community College - Owens Campus	DE000024N	9.33	12.19	Medical Office Clerk	Medical Insurance Specialist Workforce Program	520404
Delaware Technical & Community College - Terry Campus	DE000032N	9.33	12.19	Medical Office Clerk	Medical Office Technician Workforce Program	510707
Delaware Technical & Community College - Terry Campus	DE000032N	9.33	12.19	Medical Office Clerk	Medical Office/Coding Technician Workforce Program	510707
Polytech Adult Education	DE000011N	9.33	12.19	Medical Office Assistant	Medical Office Assistant	520404
Sussex Tech Adult Division	DE000028N	9.33	12.19	Medical Office Assistant	Medical Administrative Technician Certificate Program	520404
Sussex Tech Adult Division	DE000028N	9.33	12.19	Medical Office Clerk	Medical Office Clerk	520404
Ministry of Caring, Inc	DE000044N	8.54	12.67	Chef's Assistant	Chef's Assistant	120503
Polytech Adult Education	DE000011N	8.54	12.67	Food Preparation Worker	Culinary Arts and Hospitality Training	120505
DE College of Art and Design	DE000113N	9.16	12.86	Interior Designer	Interior Design Certificate	500408
Delaware Technical & Community College - Terry Campus	DE000032N	9.33	13.06	Office Technician	Comprehesive Computerized Office Technician Workforce Prog.	110301
Neighborhood House, Inc.	DE000136N	9.33	13.06	Office Technician	Computerized Office Skills Training	320105
Sussex Tech Adult Division	DE000028N	10.94	13.33	Medical Transcriber	Medical Transcribing Certificate Program	510707
Cecil Community College - Elkton	DE000013N	10.00	13.41	Medical Billing/coder	Medical Billing/Coding	510707
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	10.00	13.41	Medical Billing	Medical Office Billing & Coding Workforce Program	510707

Provider	Code	Rate1	Rate2	Occupation	Program	CIP
New Wave Computer Training	DE000123N	10.00	13.41	Medical Billing/coder	Medical Billing Specialist	340199
Sussex Tech Adult Division	DE000028N	10.00	13.41	Medical Billing	Medical Coding & Billing	510707
Sussex Tech Adult Division	DE000028N	10.00	13.41	Medical Billing/coder	Medical Terminology	510899
1st State Academy of Cosmetology and Barbering LLC	DE000124N	8.77	13.43	Barber	Barbering	131320
Hair Academy	DE000118N	8.77	13.43	Barber	Barber Training	120402
Cecil Community College - Elkton	DE000013N	10.25	13.48	Phlebotomist (All other health care support)	Phlebotomist	511099
Polytech Adult Education	DE000011N	10.25	13.48	Phlebotomist (All other health care support)	Phlebotomist	511099
Sussex Tech Adult Division	DE000028N	10.25	13.48	Phlebotomist (All other health care support)	Advanced Phlebotomy	340199
Sussex Tech Adult Division	DE000028N	10.25	13.48	Phlebotomist (All other health care support)	Phlebotomy & Collection Procedures	511001
Sussex Tech Adult Division	DE000028N	10.72	13.71	Desktop Publishing	Desktop Publishing/Publisher 2000, Part 1	520402
Knox Enterprises, Inc.	DE000137N	9.72	14.01	Customer Service Rep.	Customer Service/Call Center Taker	520803
Wilmington Employment Corps Inc.	DE000047N	9.72	14.01	Customer Service Rep.	Customer Services/Collections	520408
Cecil Community College - Elkton	DE000013N	8.94	14.12	Bookkeeper	Bookkeeping	520399
Delaware Technical & Community College - Terry Campus	DE000032N	8.94	14.12	Account techn.	Basic Automated Accounting Technician Workforce Program	520302
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	8.94	14.12	Bookkeeper	Certified Bookkeeper Workforce Program	520302
New Wave Computer Training	DE000123N	8.94	14.12	Bookkeeper	Bookkeeping	520899
Sussex Tech Adult Division	DE000028N	8.94	14.12	Account techn.	Quickbooks, Part 1	520302
Sussex Tech Adult Division	DE000028N	8.94	14.12	Account techn.	Quickbooks, Part 2	520302
Sussex Tech Adult Division	DE000028N	8.94	14.12	Accounting Clerk	Accounting and Payroll Technician Certificate Program	520302
Dawn Training Centre, Inc	DE000017N	6.63	14.32	Massage Therapist	Therapeutic Massage Practitioner	340103
Deep Muscle Therapy Center of DE	DE000071N	6.63	14.32	Massage Therapist	200 Hour Certification Program	120405
Deep Muscle Therapy Center of DE	DE000071N	6.63	14.32	Massage Therapist	650 Hour Licensure Program	340199
Delaware Learning Institute - Millsboro	DE000070N	6.63	14.32	Massage Therapist	Massage Therapy	120405
Delaware Learning Institute - Wilmington	DE000069N	6.63	14.32	Massage Therapist	Massage Therapy	120405
Delaware School of Shiatsu & Massage Therapy	DE000098N	6.63	14.32	Massage Therapist	QI MYO MASSAGE THERAPY	120405
Delaware School of Shiatsu & Massage Therapy	DE000098N	6.63	14.32	Massage Therapist	Qi Myo Shiatsu Therapy	120405
Delaware School of Shiatsu & Massage Therapy	DE000098N	6.63	14.32	Massage Therapist	Relaxation Massage Technician	120405
Delaware School of Shiatsu & Massage Therapy	DE000098N	6.63	14.32	Massage Therapist	Relaxation Shiatsu Technician	120405
Massage and Reflexology of Delaware	DE000106N	6.63	14.32	Massage Therapist	HHE Massage Technician Program	519999
Massage and Reflexology of Delaware	DE000106N	6.63	14.32	Massage Therapist	HHE Massage Therapist Program	519999
Polytech Adult Education	DE000011N	6.63	14.32	Massage Therapist	Certified Massage Therapy Technician	120405
Polytech Adult Education	DE000011N	6.63	14.32	Massage Therapist	Licensed Massage Therapist	120405
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.09	14.57	Payroll Technician	Certified Payroll Technician Workforce Program	520499
Computoss Technologies	DE000092N	10.20	14.90	Computer Operator	Oracle8i- Database Administrator (DBA)	110101
Computoss Technologies	DE000092N	10.20	14.90	Computer Operator	Oracle8i- Database Operator (DBO)	110101
Online Consulting	DE000023N	10.20	14.90	Computer Operator	Oracle Database Operator (DBO) Certification	110501
Dawn Training Centre, Inc	DE000017N	12.14	15.01	Insurance Claims	Health Insurance Claims Examiner/Medical Biller	519999
Delaware Technical & Community College - Owens Campus	DE000024N	11.78	15.12	Automotive Tech.	Automotive	479999
Delaware Technical & Community College - Owens Campus	DE000024N	11.78	15.12	Automotive Tech.	Automotive Technician Studies Diploma	470604
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.78	15.12	Automotive Tech.	GM Automotive Service Educational Program	479999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.78	15.12	Automotive Tech.	Automotive Technology	479999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.78	15.12	Automotive Tech.	Comprehensive Automtotive Tech Workforce Program	470604
Sussex Tech Adult Division	DE000028N	11.78	15.12	Automotive Tech.	Auto Mechanics Apprenticeship Program	470604
American Driver Training Academy	DE000129N	11.50	15.37	Truck Driver	CDL Truck Drivers Training	490205
Cecil Community College - Port Deposit	DE000036N	11.50	15.37	Truck Driver	Transportation and Safety Education	490205
Delaware Technical & Community College - Owens Campus	DE000024N	11.50	15.37	Truck Driver - CDL	Commercial Driving: Tractor Trailer Certificate	490205

CompUSA	DE000093N	9.45	15.56	Computer Technician	CompTIA A+ Certification Program	110101
Corptrainers Group, Inc.	DE000131N	9.45	15.56	Computer Technician/repairer	Internet & Computing Core Certification (IC3)	320101
Delaware Skills Center	DE000016N	9.45	15.56	Computer Repairer	Computer Repair	110101
Delaware Technical & Community College - Owens Campus	DE000024N	9.45	15.56	Computer Repairer	Micro Systems Service Repair Diploma	159999
Delaware Technical & Community College - Owens Campus	DE000024N	9.45	15.56	Computer Repairer	Microcomputer Electronics Studies Diploma	159999
Delaware Technical & Community College - Terry Campus	DE000032N	9.45	15.56	Computerized Office Technician Workforce Program	Accelerated Computerized Office Technician Workforce Program	110101
First State Community Action	DE000027N	9.45	15.56	Computer Repairer	Certified Computer Repair Technician	110101
Opportunity Center Inc - Wilm.	DE000006N	9.45	15.56	Computer Technician/repairer	Computer Assembly, Repair and Support	470104
Polytech Adult Education	DE000011N	9.45	15.56	Computer Repairer	Computer Repair Specialist	150402
Sussex Tech Adult Division	DE000028N	9.45	15.56	Computer Repairer	Computer Repair Certifiaate Program	110401
Harrison Career Institute	DE000060N	11.36	15.90	Surgical Technologist	Surgical Technologist	510909
Delaware Technical & Community College - Owens Campus	DE000024N	12.23	16.06	HVAC	Air Conditioning Certificate	470201
Delaware Technical & Community College - Owens Campus	DE000024N	12.23	16.06	HVAC	Air Distribution Certificate	470201
Delaware Technical & Community College - Owens Campus	DE000024N	12.23	16.06	HVAC	Refrigeration, Heatng & A/C Diploma	470201
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	12.23	16.06	HVAC	HVAC Maintenance Technician Workforce Program	470201
Sussex Tech Adult Division	DE000028N	12.23	16.06	HVAC	Heating, Ventilation & Air Conditioning Apprenticeship Progr	470201
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	10.55	16.18	Maintenance Repairer General	Comprehensive Facilities Maintenance Tech Workforce Program	470499
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	10.55	16.18	Maintenance Repairer General	General Maintenance Technician Workforce Program	470499
Fluor Corporation	DE000133N	10.55	16.18	Maintenance Repairer General	Fluor Maintenance Technician Training Program	470303
Polytech Adult Education	DE000011N	10.55	16.18	Maintenance Repairer General	Basic Mechanical Skills Certificate	470303
Polytech Adult Education	DE000011N	10.55	16.18	Maintenance Repairer General	Mechanical Skills Technology	470303
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.99	16.18	Environmental Technician	Safety & Enviromental Specialist Technician Workforce Progra	150599
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.99	16.18	Environmental Technician	Safety and Environmental Specialist Technician Workforce Prg	150599
Delaware Technical & Community College - Owens Campus	DE000024N	12.12	16.59	Legal Assistant	Legal Assistant Technology Certificate	220103
DE College of Art and Design	DE000113N	11.29	16.86	Graphic Designer	Graphic Design Certificate	500402
Delaware Technical & Community College - Terry Campus	DE000032N	11.29	16.86	Graphic Designer	Visual Communications Technology	119999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.49	17.26	Welder	Welding Technician Workforce Program	479999
Sussex Tech Adult Division	DE000028N	11.49	17.26	Welder	Welding	480508
Sussex Tech Adult Division	DE000028N	11.49	17.26	Welder	Welding Apprenticeship Program	480508
Delaware Technical & Community College - Owens Campus	DE000024N	12.00	17.45	Water Operator/Wastewater Operator	Water Operator/Wastewater Operator Workforce Program	150506
Delaware Technical & Community College - Terry Campus	DE000032N	12.00	17.45	Water Operator/Wastewater Operator	Water Operator/Wastewater Operator Workforce Program	150506
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	12.00	17.45	Water Operator/Wastewater Operator	Water Operator/Wastewater Operator Workforce Program	150506
Delaware Technical & Community College - Owens Campus	DE000024N	13.09	18.17	Electronics Tech.	Analog Electronics Studies Diploma	159999
e-Communications, Inc. - Newark	DE000089N	11.40	18.21	Technician - Computer/wiring	Technicain 1 Cabling Certification (Wiring and Fiber)	100199
e-Communications, Inc. - Newark	DE000089N	11.40	18.21	Technician - Computer/wiring	Telecommunication Cabling and Wiring Certification (BICSI)	470103

Delaware Technical & Community College - Owens Campus	DE000024N	14.16	18.35	LPN	Practical Nursing Diploma	511613
Salem Community College	DE000107N	14.16	18.35	LPN	Practical Nursing Certificate	511613
Sussex Tech Adult Division	DE000028N	13.72	18.85	Marine Mechanic	Marine Mechanics Apprenticeship Program	490306
Harrison Career Institute	DE000060N	13.68	18.97	Cardiovascular Technology	Cardiovascular Technology	510899
Delaware Technical & Community College - Owens Campus	DE000024N	11.94	19.28	Clerical Supervisor	Office Administration	529999
Delaware Technical & Community College - Owens Campus	DE000024N	11.94	19.28	Clerical Supervisor	Office Administration Certificate	520401
Delaware Technical & Community College - Terry Campus	DE000032N	11.94	19.28	Clerical Supervisor	Office Administration Certificate	520499
Delaware Technical & Community College - Terry Campus	DE000032N	11.94	19.28	Clerical Supervisor	Office Administration Technology	529999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.94	19.28	Clerical Supervisor	Office Administration	529999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	11.94	19.28	Clerical Supervisor	Office Administration Certificate	520408
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	14.60	19.91	Chemical Process Operator	Chemical Process Operator Associate Degree Program	159999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	14.60	19.91	Chemical Process Operator	Chemical Process Operator Certificate Program	159999
Sussex Tech Adult Division	DE000028N	15.55	20.04	Electrocardiogram (ECG) Tech.	Basic Electrocardiogram (ECG)	340199
Bozley Corporation	DE000015N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS)	110101
Bozley Corporation	DE000015N	10.93	20.39	Network +	Network+ Networking Technician	110101
CompUSA	DE000093N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Specialist - Core	110101
CompUSA	DE000093N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Specialist - Expert	110101
CompUSA	DE000093N	10.93	20.39	Network +	Network + Certification	110101
Computoss Technologies	DE000092N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS)	110101
Computoss Technologies	DE000092N	10.93	20.39	Network +	Network+	110501
Corptrainers Group, Inc.	DE000131N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS - Microsoft Office User Specialist	320105
Corptrainers Group, Inc.	DE000131N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS Access (Core or Expert)	320105
Corptrainers Group, Inc.	DE000131N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS Excel (Core or Expert)	320105
Corptrainers Group, Inc.	DE000131N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS PowerPoint (Core or Expert)	320105
Corptrainers Group, Inc.	DE000131N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS Word (Core or Expert)	320105
Delaware Technical & Community College - Owens Campus	DE000024N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Core Microsoft User Specialist (MOUS) Certificate	520408
Delaware Technical & Community College - Owens Campus	DE000024N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Expert Microsoft Office User Specialist (MOUS) Certificate	520408
Delaware Technical & Community College - Terry Campus	DE000032N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Applications Workforce Program	110101
Delaware Technical & Community College - Terry Campus	DE000032N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Applications Workforce Program	110301
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Applications Workforce Program	110301
e-Communications, Inc. - Dover	DE000094N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office user Specialist (MOUS) - ACCESS	110301
e-Communications, Inc. - Dover	DE000094N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - EXCEL	110101
e-Communications, Inc. - Dover	DE000094N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - OUTLOOK	110301
e-Communications, Inc. - Dover	DE000094N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - PowerPoint	110301
e-Communications, Inc. - Dover	DE000094N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - WORD	110101
e-Communications, Inc. - Newark	DE000089N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - ACCESS	110101

Provider	Code	Rate1	Rate2	Category	Program	CIP
e-Communications, Inc. - Newark	DE000089N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - Access Certificati	110101
e-Communications, Inc. - Newark	DE000089N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) - OUTLOOK	110101
e-Communications, Inc. - Newark	DE000089N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) -WORD Certification	110101
Harrison Career Institute	DE000060N	10.93	20.39	Computer Support Specialist	Computer Operation/Help Desk Analyst	110101
Harrison Career Institute	DE000060N	10.93	20.39	Computer Support Specialist	Personal Computer Support Specialist with networking	119999
Infertech - Milford	DE000079N	10.93	20.39	Computer Support Specialist	Linux/UNIX Introduction	110101
Infertech - Milford	DE000079N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist MOUS	110101
Infertech - Milford	DE000079N	10.93	20.39	Network +	Network+ Certification Training	119999
Infertech - New Castle	DE000048N	10.93	20.39	Computer Support Specialist	Linux/UNIX Introduction	110101
Infertech - New Castle	DE000048N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist MOUS	110101
Infertech - New Castle	DE000048N	10.93	20.39	Network +	Network+ Certification Training	119999
INFO Systems, Inc	DE000052N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office Program	521299
Infotech	DE000042N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist (MOUS) Program	521203
New Wave Computer Training	DE000123N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist	110301
Online Consulting	DE000023N	10.93	20.39	Network +	Network+ Certification	110501
Polytech Adult Education	DE000011N	10.93	20.39	Microsoft Office User Specialist (MOUS)	MOUS Proficiency Test Preparation - Word, Excel or Access	520408
Polytech Adult Education	DE000011N	10.93	20.39	Network +	Network+ Certification Series	110501
Sussex Tech Adult Division	DE000028N	10.93	20.39	Computer Support Specialist	Advanced Computer Specialist	110101
Wilmington Employment Corps Inc.	DE000047N	10.93	20.39	Microsoft Office User Specialist (MOUS)	Microsoft Office User Specialist(MOUS)	520499
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	13.30	20.63	Electrician	Electrical Maintenance Technician Workforce Program	470101
Sussex Tech Adult Division	DE000028N	13.30	20.63	Electrician	Electrical Apprenticeship Program	460302
Sussex Tech Adult Division	DE000028N	14.87	21.01	Industrial Maintenance Mechanic	Industrial Maintenance Mechanic Apprenticeship Program	470303
Sussex Tech Adult Division	DE000028N	14.17	21.20	Plumber	Plumbing Apprenticeship Program	460501
1st State Academy of Cosmetology and Barbering LLC	DE000124N	15.15	21.83	Instructor, Cosmetology	Instructor Program for Cosmetology and Barbering	131320
1st State Academy of Cosmetology and Barbering LLC	DE000124N	15.15	21.83	Instructor, nail technology	Instructor Program for Nail Technology	131320
JG's School of Cosmetology and Salon	DE000061N	15.15	21.83	Instructor	Teachers' Training Couse	120401
University Of Delaware- English Language Inst.	DE000056N	15.15	21.83	Instructor	Teaching English as a Second Language	131401
AVEVA Inc.	DE000059N	15.30	22.19	CAD	VPDM Basic Piping and Equipment Design	142901
AVEVA Inc.	DE000059N	15.30	22.19	CAD	VPDM Basic Structural Design	142901
AVEVA Inc.	DE000059N	15.30	22.19	CAD	VPDM Drawing Production	142901
Delaware Technical & Community College - Owens Campus	DE000024N	15.21	23.22	Accounting	Accounting Diploma	520801
Delaware Technical & Community College - Terry Campus	DE000032N	15.21	23.22	Accounting	Accounting Certificate	520201
CompUSA	DE000093N	16.21	28.41	Database Adm.	Microsoft Certified System Administrator	110101
Computoss Technologies	DE000092N	16.21	28.41	Database Adm.	Microsoft Certified Database Administrator (MCDBA)	110101
Computoss Technologies	DE000092N	16.21	28.41	Webmaster	Certified Webmaster - Beginners and Intermediate Web Design	110201
DE College of Art and Design	DE000113N	16.21	28.41	Webmaster	Web Design Certificate	500499
Delaware Technical & Community College - Terry Campus	DE000032N	16.21	28.41	Webmaster	Comprehensive Webmaster Workforce Program	119999
Infotech	DE000042N	16.21	28.41	Database Adm.	Oracle Database Administration	110401
New Wave Computer Training	DE000123N	16.21	28.41	Database Adm.	Microsoft Database Administrator	110101
New Wave Computer Training	DE000123N	16.21	28.41	Database Adm.	Oracle Database Administrator	110101
New Wave Computer Training	DE000123N	16.21	28.41	Database Adm.	Solaris Network Administrator	110501

New Wave Computer Training	DE000123N	16.21	28.41	Webmaster	Web Developer	110201
Online Consulting	DE000023N	16.21	28.41	Webmaster	CIW Foundations/CIW Professional (Site Design)	110201
Online Consulting	DE000023N	16.21	28.41	Webmaster	CIW Foundations/Master CIW Designer	110201
Online Consulting	DE000023N	16.21	28.41	Webmaster	Web Designer - Macromedia Internet Suite	110201
Bozley Corporation	DE000015N	14.75	28.94	A+ Certification	A+ Computer Repair Technician	110101
Computoss Technologies	DE000092N	14.75	28.94	A+ Certification	A+ (Build your own PC)	110501
Computoss Technologies	DE000092N	14.75	28.94	A+ Certification	A+ Certification	110501
Corptrainers Group, Inc.	DE000131N	14.75	28.94	A+/ Network+ Technical Certification	A+/Network+ Certification Program	320105
Corptrainers Group, Inc.	DE000131N	14.75	28.94	Web designer	CIW - Web Design	320105
Delaware Technical & Community College - Terry Campus	DE000032N	14.75	28.94	A+ Certification	A+ Certificate Workforce Program	110401
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	14.75	28.94	Help Desk Technician Workforce Program	A+ Help Desk Technician Workforce Program	110501
e-Communications, Inc. - Dover	DE000094N	14.75	28.94	A+ and Network+ Certification Program	A+ and Network+ Certification Program	110501
e-Communications, Inc. - Newark	DE000089N	14.75	28.94	A+/ Network+ Technical Certification	A+/ Network+ Technical Certification	119999
Infertech - Milford	DE000079N	14.75	28.94	A+ Certification	A+ Core - Service Technician Certification	110101
Infertech - Milford	DE000079N	14.75	28.94	A+ Certification	A+ OS Technologies - Service Technician Certification	110101
Infertech - New Castle	DE000048N	14.75	28.94	A+ Certification	A+ Core - Service Technician Certification	110101
Infertech - New Castle	DE000048N	14.75	28.94	A+ Certification	A+ OS Technologies - Service Technician Certification	110101
Infotech	DE000042N	14.75	28.94	A+ Certification	A+ Certification Program	110501
New Wave Computer Training	DE000123N	14.75	28.94	A+ Certification	A+ PC Technician	110101
Online Consulting	DE000023N	14.75	28.94	A+ Certification	A+ Certification (for career-transition students)	110401
Online Consulting	DE000023N	14.75	28.94	Web designer	Active Server Pages Introduction	110201
Online Consulting	DE000023N	14.75	28.94	Web designer	HTML Fundamentals	110201
Polytech Adult Education	DE000011N	14.75	28.94	A+ Certification	A+ Certification Series	110101
Polytech Adult Education	DE000011N	14.75	28.94	A+ Certification	A+ or Net + Test Preparation	110101
Computoss Technologies	DE000092N	19.74	29.60	Network Adm.	Cisco Certified Network Associate (CCNA)	110501
Corptrainers Group, Inc.	DE000131N	19.74	29.60	Network Engineer	MCP- Windows 2000 and Windows XP Professional	320105
Corptrainers Group, Inc.	DE000131N	19.74	29.60	Network Engineer	MCSA - Microsoft Certified Systems Administrator	320105
Corptrainers Group, Inc.	DE000131N	19.74	29.60	Network Engineer	MCSE Windows 2000	320105
Infotech	DE000042N	19.74	29.60	Network Engineer	MCSE (Windows 2000)	521204
Computeach	DE000110N	21.34	31.28	Systems Analyst	Systems Analysts, Electronic Data Processing	110101
Computoss Technologies	DE000092N	21.34	31.28	Systems Analyst	Oracle8i-Application Developer	110201
Delaware Technical & Community College - Owens Campus	DE000024N	21.34	31.28	Systems Analyst	Business Administration, MIS Systems Options	520299
Delaware Technical & Community College - Owens Campus	DE000024N	21.34	31.28	Systems Analyst	Computer Information Systems	119999
Delaware Technical & Community College - Terry Campus	DE000032N	21.34	31.28	Systems Analyst	Computer Information Systems	110101
Delaware Technical & Community College - Terry Campus	DE000032N	21.34	31.28	Systems Analyst	Management Information Systems Technology	119999
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	21.34	31.28	Systems Analyst	Business Administration, MIS Option	520299
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	21.34	31.28	Systems Analyst	Computer Information Systems	119999
Online Consulting	DE000023N	21.34	31.28	Systems Analyst	Security Certified Network Professional (SCNP) Certification	110501
CompUSA	DE000093N	22.09	32.58	Computer Engineer	Microsoft Certified System Engineer	110101
Computoss Technologies	DE000092N	22.09	32.58	Computer Engineer	Microsoft Certified Systems Engineer (MCSE)	110501
New Wave Computer Training	DE000123N	22.09	32.58	Computer Engineer	Microsoft Systems Engineering (Track 2000)	110501
Infertech - Milford	DE000079N	22.50	32.73	LAN Specialists	ICND Cisco CCNA Prep.	110101
Infertech - New Castle	DE000048N	22.50	32.73	LAN Specialists	ICND Cisco CCNA Prep.	110101
New Wave Computer Training	DE000123N	22.50	32.73	LAN Specialists	Cisco Network Associate (CCNA)	110501
New Wave Computer Training	DE000123N	22.50	32.73	LAN Specialists	Cisco Network Professional	110501
New Wave Computer Training	DE000123N	22.50	32.73	LAN Specialists	Fundamentals of Linux	110501
Online Consulting	DE000023N	22.50	32.73	LAN Specialists	Cisco Router Configuration	110501

Provider	ID			Job Title	Program/Certificate	Code
Delaware Technical & Community College - Terry Campus	DE000032N	16.12	33.44	First-line supervisor/manager	Management Certificate	520299
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	16.12	33.44	First-line supervisor/manager	Management Certificate	520201
CompUSA	DE000093N	21.73	34.17	Computer Programmer	Microsoft Certified Professional	110101
Computoss Technologies	DE000092N	21.73	34.17	Computer Programmer	Microsoft Certified Professional (MCP)	110501
Delaware Technical & Community College - Terry Campus	DE000032N	21.73	34.17	Computer Programmer	Windows Programming Certificate	110201
Delaware Technical & Community College - Terry Campus	DE000032N	21.73	34.17	Micro Applications Programmer	Microcomputer Certificate	110101
Infertech - Milford	DE000079N	21.73	34.17	Computer programmer	Windows 2000 OS MCP Course	110101
Infertech - New Castle	DE000048N	21.73	34.17	Computer programmer	Windows 2000 OS MCP Course	110101
Infotech	DE000042N	21.73	34.17	Computer Programmer	Microsoft Certified Professional, MCP (Windows 2000)	521204
Infotech	DE000042N	21.73	34.17	Computer Programmer	Oracle Developer	110201
New Wave Computer Training	DE000123N	21.73	34.17	Computer Applications Specialist	Computer Applications Specialist	110301
New Wave Computer Training	DE000123N	21.73	34.17	Computer Programmer	Java Programming	110201
Online Consulting	DE000023N	21.73	34.17	Computer Programmer	Java Programming Fundamentals	110201
Online Consulting	DE000023N	21.73	34.17	Computer Programmer	JavaScript Fundamentals	110201
Online Consulting	DE000023N	21.73	34.17	Computer Programmer	Microsoft Certified Professional (MCP) in Visual Basic	110201
Polytech Adult Education	DE000011N	24.62	35.31	Software Specialist	Software Specialist	520407
Computoss Technologies	DE000092N	Unknown	Unknown	Introduction to UNIX	Introduction to UNIX	110101
Delaware Technical & Community College - Stanton/Wilmington Campus	DE000039N	Unknown	Unknown	Project Management Support Certificate Workforce Program	Project Management Support Certificate Workforce Program	110101
Online Consulting	DE000023N	Unknown	Unknown	Microsoft Access Advanced	Microsoft Access Advanced	110101
Online Consulting	DE000023N	Unknown	Unknown	Microsoft Access Advanced	Microsoft Access Introduction	110101
Online Consulting	DE000023N	Unknown	Unknown	PhotoShop Web Graphics	PhotoShop Web Graphics	500402
Professional Staffing kc	DE000004N	Unknown	Unknown	Surviving on the Job: An Adventure in Attitudes	Surviving on the Job: An Adventure in Attitudes	370199
Professional Staffing NCC	DE000010N	Unknown	Unknown	Surviving on the Job: An Adventure in Attitudes	Surviving on the Job: An Adventure in Attitudes	370199
Professional Staffing sc	DE000122N	Unknown	Unknown	Surviving on the Job: An Adventure in Attitudes	Surviving on the Job: An Adventure in Attitudes	370199
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	Digital Photography	Digital Photography	360199
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	Listening and Speaking	Listening and Speaking	320108
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	Microsoft Excel	Microsoft Excel	110101
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	Driver Education	Driver Education	490205
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	FrontPage 2000	FrontPage 2000	119999
Sussex Tech Adult Division	DE000028N	Unknown	Unknown	Writing in the Workplace	Writing in the Workplace	320108

WIA Annual Report Data

State Name: DE   **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	72	81.6	797	1,191	1,191	66.9
Employers	70	68.5	571	753	753	75.8

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	69.8	192
			275
Employment Ratention Rate	80	72.5	324
			447
Earnings Change in Six Month	2,400	2,631	970,821
			369
Employment and Credential Rate	64	58.1	317
			546

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	75.5	37	65.4	17	51.5	17	37.5	3
		49		26		33		8
Employment Retention Rate	70.2	40	85.3	29	67.6	23	88.9	8
		57		34		34		9
Earnings Change in Six Months	2,471	116,130	3,799	117,776	4,125	111,378	1,313	10,507
		47		31		27		8
Employment and Credential Rate	54.1	40	62.8	27	50.9	27	50	6
		74		43		53		12

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	70.3	187	55.6	5
		266		9
Employment Retention Rate	73.3	313	55	11
		427		20
Earnings Change in Six Months	2,590	921,986	3,757	48,835
		356		13

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	79.8	264
			331
Employment Retention Rate	77	76.9	203
			264
Earnings Replacement in Six Months	97	97.7	2,392,861
			2,448,654
Employment and Credential Rate	64	66.8	219
			328

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	71.2	37	83.3	20	56.3	18	76.7	66
		52		24		32		86
Employment Retention Rate	89.2	33	75	15	38.9	7	68.2	45
		37		20		18		66
Earnings Replacement Rate	79	402,088	91.1	114,179	41.1	82,058	97.9	418,357
		509,237		125,322		199,470		427,433
Employmemt And Credential Rate	61.5	32	70.8	17	46.9	15	62.4	53
		52		24		32		85

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	79.6	261	100	3
		328		3
Employment Retention Rate	77	201	66.7	2
		261		3
Earnings Replacement Rate	99	2,365,622	45.6	27,239
		2,388,953		59,701

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62	52.6	51
			97
Employment Retention Rate	65	63.6	42
			66
Earnings Change in Six Months	1,400	787	48,809
			62
Credential Rate	54	47.5	57
			120

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	41.7	10 / 24	0	0 / 1	16.7	2 / 12	55.4	36 / 65
Employment Retention Rate	72.7	8 / 11	0	0 / 1	100	3 / 3	62.5	30 / 48
Earnings Change in Six Months	1,333	14,663 / 11	0	0 / 1	-35	-105 / 3	775	34,864 / 45
Credential Rate	32	8 / 25	0	0 / 1	35.3	6 / 17	47.6	39 / 82

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	74	85	2,061 / 2,426
Diploma or Equivalent Attainment Rate	52	77.4	130 / 168
Retention Rate	56	53.6	170 / 317

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.5	260	84.4	801	90.1	191
		304		949		212
Diploma or Equivalent Attainment Rate	73.3	11	88.7	47	5.3	1
		15		53		19
Retention Rate	32.3	10	50.5	46	50	42
		31		91		84

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	63.6	182	2,302	536,289	1.6	3	2,996	575,308	45.7	86
		286		233		192		192		188
Dislocated Workers	69.3	97	94.4	1,021,991	0	0	4,966	1,311,027	57	150
		140		1,082,141		264		264		263
Older Youth	57.1	24	935	36,473	0	0	1,612	82,213		
		42		39		51		51		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,161	640
Dislocated Workers	751	412
Older Youth	123	76
Younger Youth	1,205	598

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		**$2,291,720.00**
Local Dislocated Workers		**$1,816,532.00**
Local Youth		**$3,685,081.00**
Rapid Response (up to 25%) 134 (a) (2) (A)		**$51,920.00**
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		**$918,344.00**
Statewide Allowable Activities 134 (a) (3)	**Program Activity Description**	
Total of All Federal Spending Listed Above		**$8,763,597.00**

WIA Annual Report Data

State Name: DE   **Progam Year:** 2002

Table O: Summary of Participants

Local Area Name: Delaware Workforce Investment Board	Total Participants Served	Adults	1,161
		Dislocated Workers	751
		Older Youth	123
		Younger Youth	1,205
	Total Exiters	Adults	640
		Dislocated Workers	412
		Older Youth	76
		Younger Youth	598

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	81.6
	Employers	70	68.5
Entered Employment Rate	Adults	70	69.8
	Dislocated Workers	73	79.8
	Older Youth	62	52.6
Retention Rate	Adults	80	72.5
	Dislocated Workers	77	76.9
	Older Youth	65	63.6
	Younger Youth	56	53.6
Earnings Change / Earnings Replacement in Six Months	Adults($)	2,400	2,631
	Dislocated Workers	97	97.7
	Older Youth ($)	1,400	787
Credential / Diploma Rate	Adults	64	58.1
	Dislocated Workers	64	66.8
	Older Youth	54	47.5
	Younger Youth	52	77.4
Skill Attainment Rate	Younger Youth	74	85
Description of Other State Indicators of Performance			

	Not Met	Met	Exceeded
Overall Status of Local Performance	1	9	7