


South Carolina

I N T R O D U C T I O N



It is with great pleasure that I share this year's annual report with all of those individuals, agencies, partners, businesses and workforce professionals who make each day better for our job seekers and businesses. Each of the twelve local areas is contributing to the system by building partnerships, implementing innovative programs and services, establishing ad hoc committees to deal with single issues, and training staff to be the very best. This year's annual report is dedicated to the hard-working professionals in our local areas who are re-defining workforce development in South Carolina.

Program Year 2001 can best be summarized in two words: continuous improvement. All of South Carolina's twelve local workforce investment areas have made great strides this past program year in board development, systems management, customer service, and community building.

While the State Board has been busy behind the scenes, our one-stop workforce center system continues to expand its network across the state. With the roll-out of our state's WIA tracking system, Virtual OneStop, front-line staff can better serve customers through an internet-based software designed with the case manager in mind. In addition to this sophisticated tracking system, the State Workforce Investment Board has held training sessions throughout the state and has begun a campaign to hold committee meetings in each of the twelve local areas.

The economic climate in South Carolina was mixed in Program Year 2001. While some areas were hit hard with textile and manufacturing plant closings, others have prospered with new industry and job growth. Rapid Response teams conducted sessions for more than 179 plant closings and/or mass layoffs in Program Year 2001 with more than 20,000 job losses. The State Board also distributed funds to the local areas for an Incumbent Worker Training effort that has assisted more than 149 companies and 12,683 trainees with their workforce needs.

In April of 2002, the State Board issued a Grant Application Request with \$2 million of state set-aside funds to address critical skills gaps in South Carolina. Twelve of the nineteen agencies that applied received funds for projects ranging from summer youth camps to nurse instructor training. These programs will be implemented in Program Year 2002.

The State Board also undertook plans to establish a Faith and Community Based Advisory Council to begin a dialogue with religious and other human service groups concerning the one-stop center system and the role these organizations have in the delivery of services. The State Board is extremely proud of the efforts of local area staff and the workforce partners that put customer service first each and every day. Let us continue to build a stronger workforce system, together.

VISION:

We envision a system that recognizes the needs of employers and provides jobseekers opportunities to fully develop skill sets that link them to employers. This system will achieve low unemployment, opportunity for employee upward mobility, and employer expansion.

Best Wishes,



Patrick Hudson, Chair

State Workforce Investment Board

STATE OF THE STATE: SOUTH CAROLINA'S WORKFORCE INVESTMENT BOARD

South Carolina's State Workforce Investment Board worked diligently in Program Year 2001 to provide each of its twelve local areas with the tools they needed to establish and improve a statewide system of workforce activities that was both cohesive and streamlined.

In order to bring the state's workforce system to the forefront of innovative programming, the board initiated the following broad strategic goals in PY01:

- Greater marketing to employers and local boards
- Increased dialogue and interaction with local boards and provided more relevant guidance
- Continued to monitor funding and performance measures
- Developed board interaction with employers through the State Employer Council and other employment-related entities and hosted a summit with all the relevant workforce partners
- Planned to establish a Faith and Community Based Advisory Council

To reach these goals, several new statewide projects and programs were adopted or expanded.

One-Stop Usage: This reporting system allows the board to determine if the one-stop center system is delivering services effectively. This comprehensive report is completed by each one-stop and covers topics from resumes to employment placements.

Incumbent Worker Training: The state board distributed funds to the local areas for this initiative. Resources are provided to employers in order to maintain and/or upgrade the skills of their existing workforce in order to stay competitive in the global market.

Virtual OneStop: This state of the art computer software was developed to assist the local areas with case management, customer tracking, and performance measures. The software can be accessed by any computer with a link to the Internet which will make case management more efficient, especially in the rural areas of the state.

Rapid Response Assistance: As part of the Dislocated Worker program, rapid response activities increased in PY01 due to textile and other manufacturing plant closings. The board continues to support this program to the maximum funding allowed by the Act.

Critical Skills Gap GAR: A \$2 million grant application request was administered in March of 2002 in order to address critical skills gaps across the state in the healthcare, manufacturing, and technology fields.

O n e – S t o p U s a g e

The one-stop usage report highlights twenty-five important services provided by one-stop centers to customers and employers throughout the state. Customer services include registrations for work, WIA assessments, WIA registrants and entered employments. Business/employer services include employer job openings received, employer job openings filled, rapid response visits and on-site employer interviews. The basic report is at the one-stop center level with summaries and comparative reports for LWIAs and the overall state available for upper management and board members.

I n c u m b e n t W o r k e r T r a i n i n g

On January 31, 2002, the State Workforce Investment Board approved the policies and parameters for a statewide Incumbent Worker Training (IWT) initiative under WIA. The purpose of IWT is to provide resources for employers to train currently employed workers in an effort to keep businesses and workers competitive. State funds authorized for IWT were prorated to each of the 12 local workforce areas, with a small amount set aside at the state level to address cross-regional training efforts. As a result, the State issued grants to the local areas and provided template documents for use in implementing IWT in each area. This approach ensures buy-in in addressing local economic development and workforce needs in a timely manner. In addition, it has engaged the business community and facilitated increased utilization of local workforce system services by area employers. By the end of the program year, \$2,682,488 had been obligated in 130 IWT agreements with employers across the state. Through these agreements it is projected that 12,379 workers will benefit from training ranging from computer software application skills to supervisory/team leadership skills.

V I R T U A L O N E – S T O P

Virtual OneStop was procured in Program Year 2000 from Geographic Solutions, Inc. of Palm Harbor, Florida to meet South Carolina's WIA tracking needs.

Early in Program Year 2001, development and customization of the SC Virtual OneStop System (SCVOS) began in earnest. Workgroups were organized and input was gathered from all local areas to build the WIA tracking component of SCVOS. Focus was placed on completing the development of the staff services side of the system first. Major specifications were completed and forwarded to Geographic Solutions programmers for development in early February 2002. The efforts of the workgroup coupled with guidance from local WIA administrators led to the development of an "intelligent" WIA tracking system.

SCVOS was delivered to South Carolina on June 24, 2002. System implementation including testing, data conversion from existing database, review and acceptance of data, and data update will occur early in Program Year 2002.

Following implementation, eligibility staff and case managers will have the ability to perform intake, eligibility determination, case management, and follow-up services. Managers and supervisors will be able to closely monitor WIA activities.

Components for jobseekers and employers will be completed and made available before the end of Program Year 2002.

R a p i d R e s p o n s e

Under the Workforce Investment Act (WIA), the Dislocated Worker Unit (DWU) is the lead entity of the “Rapid Response Team” and is responsible for ensuring that Rapid Response assistance is efficient and effective throughout the state. Local teams are generally comprised of representatives of the Workforce Investment Area/Board, the State Dislocated Worker Unit, and the local Employment Security Commission office, which includes the Unemployment Insurance program. Upon notification or confirmation of a layoff event, contact is made to schedule an initial meeting with the company management staff. Information such as the anticipated layoff schedule, reemployment services, employee demographic data, and unemployment insurance is shared during the initial meeting. Upon conclusion of this meeting, a schedule is agreed upon whereby much of the same information can be shared with the affected workers on site before the first layoff is expected to occur. The ultimate goal is to reduce the period between unemployment and suitable reemployment.



In Program Year 2001, South Carolina experienced a significant increase in the number of workers losing their jobs through plant closures or mass layoffs. The DWU was notified of 20,726 job losses for the period July 2001 – June 2002, and the unemployment rate rose from 3.86% to 5.73%. As a result, the demand for Rapid Response Assistance services remained high throughout the year. By year's end 376 meetings had been conducted with employers and employees affected by layoffs.

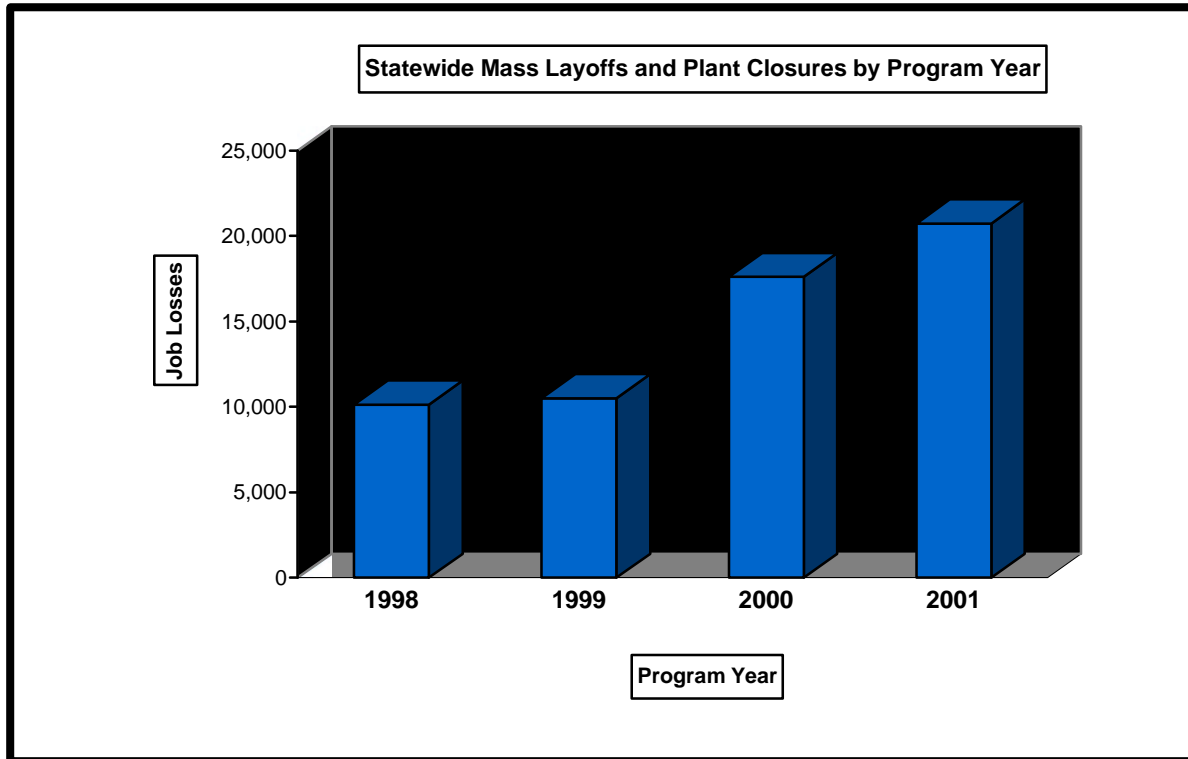
The DWU works diligently to ensure that all employers and affected employees are provided timely and professional services, which accommodate local circumstances. The following have proven effective in the delivery of Rapid Response assistance across the state:

- Subject outlines for each team member have proven to be the best means of providing necessary information in a logical sequence and in the least amount of time when conducting the initial employer meeting, as well as the group meetings with employees.
- A PowerPoint presentation for employee group orientation sessions has assisted in keeping team members on track and has ensured that all employees receive professional, consistent information.
- A guide for dislocated workers, Your Pathway to Reemployment, was written and published for distribution during employee group orientation meetings. It serves as an added resource

and reference for the affected workers, and also eliminates the necessity of note taking during the meetings

- Whenever practical, on-site job registration is provided as part of Rapid Response assistance. This maximizes the opportunity for job seekers to be matched with potential employers before the actual layoff occurs.

During PY 01, the State continued its policy on the integration of the Trade Act programs and the Workforce Investment Act. Under WIA, complete integration of the services that all dislocated workers receive is an essential element of a seamless delivery system. To facilitate this process, the Trade Act programs are a required partner in the One-Stop service delivery system and are required to be accessible through One-Stop centers. Therefore, in an effort to improve services, maximize resources, avoid duplication, and enhance outcomes for all customers, Trade-affected workers access reemployment services as any other dislocated worker. WIA resources ensure that Trade-affected workers are provided comprehensive assessment, case management, and follow-up services. Trade funds are utilized for actual training costs and the income support provided through TRA payments.



Critical Skills Gap

The State Workforce Investment Board approved a critical skills gap initiative for Program Year 2002, based upon studies and surveys that suggested that South Carolina needed to address the skills gaps if the state is to fulfill its economic development goals.

The Board set aside \$2,000,000 for grant solicitation of innovative workforce development projects specifically for the operation of collaborative, workforce preparation projects that address critical skill gaps within technology-based occupations (i.e. Software developers; Environmental Quality Technicians; Plastics Machine Operators; Healthcare Technicians).

The solicitation resulted in the awarding of twelve innovative Workforce Preparation and/or Career Awareness and Mentoring projects. The primary focus of the projects is on meeting the training needs of employers by increasing the availability of entry level workers through the provision of job-related education and upgrading the current workforce to keep pace with skill demand.



LOCAL FOCUS

South Carolina's twelve (12) local workforce investment areas concentrated their efforts on continuous improvement in Program Year 2001.

In addition to changes in adult and dislocated worker programming, local workforce boards expanded the scope of services they offered to both job seekers and employers. Several of South Carolina's local areas underwent extensive assessment activities to determine where to focus their job training and employment efforts.

Many boards strategically targeted transportation and childcare issues with partnering agencies in order to tackle one barrier at a time. Others took a holistic case management approach to solving customer barriers. The ways in which each of the twelve local areas have approached their strategic goals vary as much as their geographic, economic, and social climates.

On the following pages, each of South Carolina's twelve local areas is highlighted.

P E N D L E T O N D I S T R I C T

Pendleton District Workforce Investment Board
PO Box 587
Pendleton, SC 29670

Doug Douglas,
Board Chair

Adults and Dislocated Worker Programming

The Pendleton District has a total of four one-stop centers that comprise the areas' workforce system. Three of the centers are co-located with the Employment Security Commission in order to provide a more seamless service delivery. This co-location has worked well this past year considering the number of plant closings in the area. More than 3,654 employees were laid off in the Pendleton District area in PY 01 and the one-stop system was instrumental in delivering viable training and employment services.

Youth Programming

The Youth Council 's main responsibility is to facilitate linkages with other agencies in the region involved in youth services. The in and out-of school youth programs are offered in all counties. The programs are designed to assess each individual's skill level and need. The assessment information is then used to help case managers identify an age-appropriate career goal and the establishment of appropriate supportive services.

Through a Statewide Funds grant, the Pendleton District has been able to offer supportive services including transportation and childcare to pregnant and parenting youth. These youth were also eligible to receive an incentive for obtaining their GED or High School Diploma. Additionally, we have used these funds to provide innovative services to youth offenders.

Board and Other Initiatives

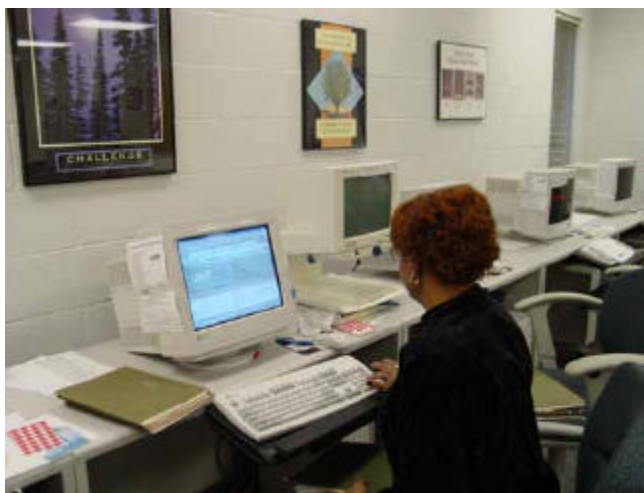
The Pendleton District Workforce Investment Board commissioned a "State of the Workforce" study intended to stimulate discussion about the strengths, weaknesses, and opportunities in our area. The report includes four major chapters that outline: 1) who we are, 2) where we work and what we do, 3) the critical workforce sectors guiding our thinking and planning, and 4) the education and training system. The study will assist the Board in its strategic planning.

P E N D L E T O N D I S T R I C T cont...

The Board continues capacity building of its members through activities such as an annual planning retreat, USDOL training, conferences provided through the state, Southeastern Employment and Training Association, and National Association of Workforce Boards.

The Workforce Investment Act mandates customer service as an integral part of the workforce development system. The Pendleton District, through a state grant, participated in the One-Stop Secret Shopper Program. This program offers a low-cost, flexible tool to gather customer service information. Trained "Secret Shoppers" called and visited each of our One-Stop Centers and evaluated six areas that impact customer service: center exterior, interior design, center staff, resources, accessibility, and telephone procedures. Board members find this an invaluable tool in order to obtain a "snapshot" of what real customers experience.

The Pendleton District has implemented the new Incumbent Worker Training Program. The program has been offered to all area employers and has increased community awareness of the Board. These grants provide resources for employers to train currently employed workers in an effort to keep businesses and workers competitive. Incumbent Worker Training (IWT) addresses training needed to meet changing skill requirements caused by new technology, retooling, new product lines and new organizational structuring. In many cases, it allows employers to upgrade the skills of current employees thereby creating entry-level positions. The types of training being provided in the area include: plastic injection molding and extrusion, electronics, and systems maintenance.



U P P E R S A V A N N A H

Upper Savannah Workforce Investment Board
PO Box 1366
Greenwood, SC 29648

Dean Campbell,
Board Chair

Adult and Dislocated Worker Programming

The best-selling motivational book Who Moved My Cheese? was a theme for the Upper Savannah Workforce Investment Area as it dealt with a changing economy.

The area looked for opportunities to challenge its board, the staff and other members of the workforce community. The Upper Savannah Workforce Board started a strategic planning process. They identified areas for improvement for the workforce system including services for employers, dislocated workers and adults and youth. Next, One-Stop Center staff and support personnel reviewed the needs identified by the board and ranked importance of the items which included:

1. Access to medical care for individuals who lost insurance benefits.
2. Job availability
3. Counseling and help with stress

To tackle the first issue, the area partnered with the Greenwood Rotary Club. The Club formed a service group, Rotary R.O.O.T.S. (Reaching Out to Others through Service) which offers no-cost medical care for Greenwood County dislocated workers identified through a One-Stop Workforce Center. The medical care is provided at a local faith-based community ministry.

Area job developers also focused on expanding businesses and marketed services to small businesses.

To help job seekers adjust to unemployment and to prepare them for new opportunities, the area started networking and support groups. A regional workshop calendar was developed and advertised each month. Stress management, financial and career planning, and dealing with change were some of the topics taught by volunteers and one-stop staff. Employers and community leaders also spoke to the groups.

The Upper Savannah Youth Council participated in the strategic planning and set goals for basic skills attainment, High School and GED attainment and entry into work or post-secondary school. Volunteers and mentors strengthened youth programs.

Youth highlights for program year 2001 included field trips to the S.C. State Capital and Charleston as well as tours of local hospitals. A Career Day was held at Lander University and included workshops on careers in the medical and law enforcement fields, team building, and alcohol/drug prevention. Special programs offered for offenders and pregnant or parenting youth included drivers education, karate classes, first aid/CPR training, and a ropes course.

Board and Other Initiatives

The Upper Savannah Workforce Development Board collaborated with other agencies to serve rural areas in a cost-effective manner. In 2001 renovation started on a One-Stop Workforce Center for McCormick that was funded through a \$211,000 Community Development Block Grant with match provided by the Town of McCormick.



As part of the on-going strategic planning process, outcomes are reviewed and processes are examined to see what improvements can be made. Upper Savannah was the first area in South Carolina to establish a “secret shopper” system. Customer comments from secret shoppers and surveys are forwarded to One-Stop Centers. Improvement plans are developed.

In 2002, the area will strengthen services for employers. An area job fair is planned. An incumbent worker program is underway. The area seeks to increase opportunities for work-based learning to help job seekers prepare for new opportunities to meet the changing economy in the Upper Savannah region.

U P S T A T E

Upstate Workforce Investment Board
 PO Box 5666, 145 N. Church Street
 Suite 500A
 Spartanburg, SC 29304

Robert S. Blount,
 Board Chair

Adult and Dislocated Worker Programming

The Upstate Workforce Investment Area has four One-Stop Career Centers to serve the Adults and Dislocated Workers in Cherokee, Spartanburg and Union Counties. The centers have been exceptionally busy serving Dislocated Workers from the many textile companies that closed over the past year. To ensure that these individuals receive the best services possible, a Textile Focus Group was developed to determine the types of services needed for these individuals. The most identified need from the group was short term training leading to employment. The One-Stops in partnership with Spartanburg Technical College have implemented the Manufacturing Skills Certificate Program. This certificate program is a non-credited training program designed to provide entry-level manufacturing skills to individuals who are transitioning from a previous manufacturing job. The participants receive core manufacturing skills and may choose more technical skills such as basic welding, electrical, machine shop, or forklift.

The Upstate one-stops have also been busy with continuous improvement efforts. Innovative Workforce Solutions was contracted to assess the One-Stop system and develop a plan for continuous improvement. The assessment involved secret shopper visits, interviewed and surveyed one-stop staff to determine areas that could use improvement. The consultants are now implementing their plans from the assessment to include hiring a one-stop operations manager for the system and providing training to staff in several areas. The Upstate Workforce Investment Board continues to strive to offer the best services to the adults and dislocated workers in Cherokee, Spartanburg and Union Counties through an ingenious One-Stop System.



Upstate WIB and staff attend the 2002 Awards Banquet in Myrtle Beach

Youth Programming

For Program Year 2001, our Youth Council decided to set effective and attainable goals which addressed the issues confronting youth in the Upstate. The Council developed a three-step plan designed to more effectively meet the needs of our youth. First, a full-time Youth Services Coordinator position was created. The duties of that position include, but are not limited to, monitoring WIA funded youth programs, serving as an informational clearinghouse for local youth and youth services programs, and implementing the local WIB and Youth Council's plan for youth.

Secondly, the Council administered a community assessment to accurately define the assets and needs of our community. This community assessment would then be used to produce a Youth Services Directory of Programs and Services available in Spartanburg, Cherokee, and Union Counties. It is the hope of the Council that this directory will be used as a means of more effectively connecting youth and youth services providers with the resources they need.

The final piece of our Youth Council's plan is to incorporate. By incorporating our Youth Council, we hope to secure more funding in order to expand our range of services. Particularly, securing funds to create more summer youth opportunities is a key item in our action plan. This year has surely been a step in the right direction. We are enthusiastic about the months ahead and are working feverishly to make PY 2002 even better than the last. With the foundation that has been set by our Youth Council and the unwavering support from our board, we plan to provide the services available to assist our youth in becoming more capable and employable citizens of our community.

Board and Other Initiatives

Article VI of the Civil Rights Act of 1964 and Section 188 of the WIA Act of 1998 mandate that individuals with limited English proficiency receive the language assistance needed to allow them meaningful access to services offered by federally funded programs. Thus, The Limited English Proficiency (LEP) Committee was formed to submit a proposal outlining better service delivery to persons whose first language is not English. The Committee assessed the Upstate area to determine who needed what services. Using census information, the Committee concluded that Hispanics and Latinos are the key populations to focus on. Counting only persons of Hispanic origin, there are approximately 4,582 eligible individuals. One-Stops in the Upstate Area have translated their major publications into Spanish. The directories have been distributed in Cherokee, Spartanburg, and Union Counties and lists community organizations that serve the Hispanic population. Efforts are ongoing in this area.

In Program Year 2001, the Upstate Workforce Investment Board received \$116,000 in Incumbent Worker Training (IWT) funds and another \$255,880 for Program Year 2002. The Upstate WIB has distributed \$297,016 of its IWT funds resulting in the training of more than 1200 employees. The IWT Grant Review Committee was comprised of five individuals representing Cherokee, Spartanburg and Union Counties: Mr. Danny Allen,

U P S T A T E cont...

attorney; Mr. Richard Cain, SC Vocational Rehabilitation in Spartanburg; Mr. Jim Inman, Cherokee County Development Board; Mr. Torance Inman, Union County Chamber of Commerce and Ms. Susan Petrulak, Center for Accelerated Technology Training. The Committee selected Spartanburg Technical College, Spartanburg, Cherokee and Union County Chamber of Commerce, and the Spartanburg Development Association to circulate information about the grant opportunity to local businesses. The Committee agreed to focus on training that was not company specific, thus insuring that incumbent workers would receive transferable skills.

GREENVILLE

Greenville County Workforce Investment Board
301 University Ridge, Suite 1500
Greenville, SC 2960

George A. Lloyd,
Board Chair

Adult and Dislocated Worker Programming

Greenville continued to make progress within the One-Stop delivery system during Program Year 2001. During the period of July 1, 2001 – June 30, 2002, the One-Stop system increased one-stop services to adults and dislocated workers who required WIA registration assistance with their job search and/or upgrade work skills. WIA representatives are making weekly contacts with employers in the local area in an attempt to promote the services of the One-Stop and Workforce Investment Act. Employers are better informed on the one-stop's pre-employment and assessment programs that provide a better occupational match of qualified workers. The recent rise in company lay-offs and plant closings in Greenville County increased the need for more core services and case management staff. Each one-stop has its own immediate staff to ensure access to intensive services. All case managers have been cross-trained in servicing both adult and dislocated workers in order to enhance the goal of providing seamless array of workforce investment services. Greenville increased adult registrations 19% from PY 00 to PY 01. Similarly, Greenville increased dislocated worker registrations 680 % from PY 00 to PY 01 by leveraging funds between WIA and Trade to serve more individuals.

Youth Programming

Greenville's youth programs continue to provide WIA elements to in-school and out-of-school youth. More focus has been placed on enhancing the in-school youth services specifically, services that target high school graduation and adult mentoring. Further coordinating with secondary educational institutions will also assist the local area to ensure that youth are counseled on career options directly tied to the labor market area. Greenville continues to improve serving eligible youth customers. Greenville increased youth registrations 231% from PY 00 to PY 01.

GREENVILLE cont...**Board Initiatives Narrative:**

During PY 01 the WIB Membership and Orientation Committee, along with staff, initiated and delivered a Board Member Orientation process. In May 2001, the Board selected a new slate of officers: George A. Lloyd (Chairman – Private Industry), Jane Allen (1st Vice-Chair – Private Industry), Darrell Curry (2nd Vice-Chair – Organized Labor).

The WIB also established a Grants subcommittee whose purpose is “to develop a comprehensive plan for the Workforce Investment Board’s routine submittals of grant applications to private foundations and State and Federal governments.”

Currently, the WIB is looking into the possibility of establishing a partnership with the Greenville County Library System, which would include providing space for one-stop materials, train Library staff on some aspects of workforce development (e.g., resume writing, job search), and partnering on purchasing/operating a Library/One-Stop mobile unit.

Board and Other Initiatives

Greenville recognizes the Incumbent Worker Training Program as a major innovative program, thanks to the State Workforce Investment Board. The Greenville WIB obligated 100% of round one funds to ten employer contracts.

With the exception of a few one-stop usage report items, Greenville automated most of the report items so that daily one-stop services are accounted for as they are provided. The automated reporting system enables one-stop staff to minimize time spent on completing one-stop usage paperwork and affords them more time to focus on providing services to customers.

The Greenville County One-Stop website was another innovative project completed during PY 01. The web-site features general information on the One-Stop system for job seekers and employers. The website also features a resource page for staff and several resource pages exclusively for WIB members.

The addition of a new comprehensive One-Stop center is also recognized as a major initiative during PY 01. The Employment Security Commission One-Stop was upgraded to a comprehensive site and is the primary location for providing services to dislocated workers and Trade Act recipients.



M I D L A N D S

Midlands Workforce Development Board
1550 Gadsden Street
PO Box 995
Columbia, SC 29202

Mr. James Armstrong,
Board Chair

Adult and Dislocated Worker Programming

Work/Life Solutions is a partnership between Family Service Center, SCESC and the United Way of the Midlands. The partnership utilizes a holistic case management approach for aiding Adults and Dislocated Worker participants in overcoming barriers to obtaining, retaining and advancing in their employment. The successes of this service paradigm have attracted new partners such as the Babcock Foundation in Washington, DC. Their recognition of the Area's efforts to serve the growing Spanish speaking population, led to the Midland's Comprehensive Workforce Center in Columbia, being selected as the only site in South Carolina and one of three nationally to participate in an effort to create grassroots partnerships that move unemployed and underemployed Hispanic adults into living wage jobs.

Youth Programming

The Midlands Youth Council partnered with the City of Columbia's Empowerment Zone to operate a summer employment component as part of the area's overall year-round youth program. The Midlands Youth Council was awarded \$100,000 to provide employment opportunities and occupational training to residents of the Empowerment Zone. This funding coupled with existing funds allowed the Midlands to provide employment opportunities for over 200 youth.

Board and Other Initiatives

The Midlands Workforce Development Board (MWDB) sponsored an AmeriCorp*VISTA project in coordination with the National Association of Workforce Boards to improve the integration of partner services through the One-Stop system. This project has contributed to creation of a continuing segment during the local WIS-TV evening newscast, which highlights WIA in the Midlands. The Board also continues to add new non-WIA partners who compliment the MWDB's mission of expanding services to all residents of the Midlands, through agencies such as Fairfield County Substance Abuse Commission, Area Council on Aging, Fairfield County Adult Education, Carolina

M I D L A N D S cont...

Community Action Council and Acercamiento Hispanio De Carolina Del Sur. The MWDB will realize its vision by continuing to build an ever-growing team of diverse partners; delivering customer focused services; and, embracing those changes needed to restructure our systems to meet the challenges of creating a world-class workforce in the Midlands.

The Midlands Welfare-to-Work program was one of the first partners to move into the One-Stop and to utilize other partners to leverage services for clients and conserve their funds. The Midlands Welfare-to-Work program has a strong working relationship with local area United Way Agencies and Cooperative Ministries, a faith based organization of local churches to provide services not available through WIA.



T R I D E N T

Trident Workforce Investment Board
C/o Grants Administration,
Lonnie Hamilton III Services Building
4045 Bridge View Drive
North Charleston, SC 29405

David Felkel,
Board Chair

Adult and Dislocated Worker Programming

During PY 01 the Trident One-Stop Career Center System expanded its service area by adding two affiliate sites in rural communities to enhance access to adult and dislocated customers. In the Trident One Stop Career Center, the hub of the system, the staff reorganized its case management system to improve service delivery by establishing an Employment and Follow-up Unit to better manage growing workloads without compromising service quality. Each center installed state-of-the-art disability access equipment to enhance access to services for all customers including disabled adults and dislocated workers. To improve communication with our Spanish-speaking customers the staff arranged for Spanish language classes that many one-stop system staff attended. The Berkeley Center developed a money management class to assist customers with their budgeting and improve their credit ratings. A one-stop system quarterly career fair plan was developed to provide timely information and an opportunity to apply and be interviewed for immediate job openings. The fairs are held at the hub facility and focus on specific industry sector career opportunities. Service industry and healthcare industry career fairs enjoyed tremendous success.

Youth Programming

The Trident Workforce Investment Board Youth Advisory Council recently underwent significant restructuring through successful planning and goal setting. The primary goal before the Council is the development of a Youth One-Stop System that unifies the services available specifically for youth throughout the Trident region. In order to address this task, the Youth Council has created three committees:

- Executive Committee
- Strategic Planning
- Governance and Outreach

Several decisions before the Council are pending including the involvement of Contractors as members and/or officers of the Council as well as creating an Ad hoc committee void of conflict of interest for proposal review. In addition, extensive

TRIDENT cont....

recruiting campaigns have been initiated to ensure all youth are aware of the opportunities that exist through the systematic efforts of the Youth Advisory Council.

Board and Other Initiatives

The Trident Workforce Investment Board is integrating the organizations, boards and councils that influence workforce development. A speakers bureau has been developed to educate these entities on the mission of the Board, which is Workforce Development by unifying the efforts of education, business, labor and economic development to meet customer needs. The ever-increasing usage of the Trident One-Stop System by job seekers and employers alike is indicative of the successful workforce investment implementation of the Board. The Trident Workforce Investment Board continues to improve through training and workshops. Through this process, the Board is able to address the workforce issues confronted within the Trident area.

Our staff worked closely with one of our partners, Trident Technical College, and several medical care facilities to develop a Certified Nurse Aid training program, which leads to training and guaranteed employment with area nursing facilities upon successful training completion.



P E E D E E

Pee Dee Workforce Investment Board
 PO Box 5719
 Florence, SC 29502

William Sebnick,
 Board Chair

Adult and Dislocated Worker Programming

The Pee Dee Region dominates the northeastern corner of South Carolina with three counties bordering North Carolina. The six counties of Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro Counties comprise the Pee Dee Region. The Region is bisected by the Pee Dee River with three counties to either side of it. It is also bisected by Interstate I-95 which serves as a regional "Main Street" for the Area.

The region is centrally located to a number of major urban centers and/or destination areas in South Carolina:

- Charlotte metroplex, 45 miles Northwest of the Pee Dee Region
- Columbia, 45 miles west
- Charleston and the Port of Charleston, 70 miles South
- The South Carolina Grand Strand, 45 miles East

In 2001, Trade and Manufacturing provided the most employment closely followed by Services and Government. This year, the Pee Dee WIB has been very successful in marketing the value of the *WorkKeys* Assessment system to the manufacturing community of the Pee Dee. The provision of *WorkKeys* is now recognized in the community as a valuable service of the Pee Dee WIB.

The administrative entity for the Pee Dee Workforce Investment Board is the Pee Dee Regional Council of Governments, located in Florence, South Carolina.

The thirty-member Pee Dee Workforce Investment Board (WIB) was one of six in the state that was grandfathered into WIA. The WIB worked very hard in Program Year 2001 to promote the One-Stop WIA Delivery System through the production of an eight-minute video and a billboard campaign. The video was developed in partnership with the Graphics Design and Video Production students at the Marion County Technical Education Center in Marion, SC. Also to promote the activities of the Pee Dee WIB, a website was designed to provide valuable information to job seekers and employers and a quarterly newsletter was initiated to share the services of the one-stops and the accomplishments of the WIB with the Pee Dee community.

P E E D E E cont....

Youth Programming

The Pee Dee LWIA's only comprehensive One-Stop Workforce Center, the Florence One-Stop, received *the 2001 Outstanding One-Stop Center Award* from the State Workforce Investment Board. It was recognized for its customer service oriented Resource Room, its One-Stop partner participation, its designation as a licensed WorkKeys Service Center and its customer satisfaction ratings. The Pee Dee LWIA also boasts to be the home of the State Workforce Investment Board's *2001 WIA Youth Achievement Award* winner, Ms. Kelli Rogers. Ms. Rogers overcame many barriers to earn her Associates of Arts degree and a Health Science Diploma in Surgical Technology from Florence-Darlington Technical College. She is employed by Seltzer Eye Clinic of Florence, SC, as a Surgical Technologist.



D.
to

Pee Dee WIB Members

Board and Other Initiatives

An Adhoc Committee of the Pee Dee WIB was created to oversee the distribution of the Incumbent Worker Training funds. This committee consists of private sector individuals from the WIB, at-large community members, and four Economic Development Directors from the six counties. The committee has awarded over \$1.2 million dollars in grants to train nearly 4,000 employees.

The WIB recognizes the transportation needs of the citizens of the Pee Dee Region as a major stumbling block to employment. Therefore, two different pilot programs have started to address the needs. *Cars for Careers* is a test project for Chesterfield and Marlboro Counties, the Pee Dee's most rural counties. The purpose of the program is to develop a means by which "donated" cars can be repaired and insured and "qualified" WIA participants can apply for the acquisition of a car to assist them in their goal to become a self-sufficient, tax-paying and contributing member of society. Another transportation project utilizes state grant monies to provide "free" transportation one-day a week from various pick-up spots in Chesterfield, Darlington and Marion Counties to the respective one-stops. If the designated routes provide more job seekers access to the services of the One Stop, their mission will be accomplished.

LOWER SAVANNAH

Lower Savannah Workforce Investment Board
PO Box 850
Aiken, SC 29802-0850
Wanda Hutto, Board Chair

Adult and Dislocated Worker Programming

We stopped giving each adult or dislocated worker a full comprehensive assessment as a limited Intensive or Core B service. Instead, we give each adult or dislocated worker an employability or initial assessment during limited Intensive/Core B services and reserve comprehensive only for those who are recommended for training services. The Lower Savannah Workforce Development Board (LSWDB) continuously refines its system for delivery of employment and training services to adults and dislocated workers through centers, working in conjunction with contractual providers of non-limited Intensive services and their coordination for training services. Contractual service providers also provide needed coordination for the implementation, management, and oversight of all other allowable training services. This change alleviated a bottleneck in the flow of adult and dislocated workers from Core services to Intensive services.

Youth Programming

We relaxed some of the program activity elements. For instance, we gave contractual service providers a lot more latitude in how much and when incentive payments can be paid to in-school (younger) youth participants. The basis for the incentive payment must be in compliance with the attendance requirement. The cut-off for program entry has also been relaxed considerably. Greater emphasis is placed on providers proposing and then operating innovative activities. All of these changes were designed to improve youth program retention and completion. Another addition affecting youth services for our area is the sixth youth eligibility criterion, which is "Emancipated Youth." An Emancipated Youth is defined as one who has been freed from the bondage, oppression, restraint, or liberated from the control of his/her parents or a guardian, as well as, a Court adjudicated youth separated from the family. The LSWDB has defined a youth who faces serious barriers to employment as one who has a history of substance abuse. Making these changes has expanded access of services to the youth of our region and made it possible to enhance retention and success at the same time.

LOWER SAVANNAH cont...**Board and Other Initiatives**

One new initiative by the Board was the inclusion of two additional committees in the Joint-Coordination Committee. The Joint-Coordination Committee now consists of the Youth Council, Planning, Oversight, and One-Stop Committees. Expansion of the Joint-Coordination Committee expanded the number of Board members involved in the decision-making process regarding program design and procurement of services. The Board has also taken a more interactive role in the monitoring process. One Board member has accompanied our staff on monitoring visits and has become so enlightened in the process that he has since encouraged other Board members to do the same.

We placed greater emphasis on coordination and collaboration with local employers, potential employers, and other public and private entities with mutual economic and workforce development related goals. This added emphasis has proved to be valuable in allowing us to do a better job of achieving our originally stated incremental goals. All of which have allowed us and will continue to allow us to achieve our overall MISSION, which is to: “provide workforce investment activities, through our local workforce investment one-stop delivery system, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the six-county Lower Savannah region.”

To combat the loss of our workforce development knowledge base due to excessive turnover of experienced staff, we placed greater emphasis on training and retraining the workforce development staff throughout the region. Our objective was to reestablish crossed trained, cohesive and highly efficient staff, capable of providing job seekers, incumbent workers, and employers with seamless employment and training services in a customer-focused environment.

The LSWDB partnered with local community organizations to fund and establish a human resources information website. Helpline, Inc., LSWDB, and other agencies of the community, gave birth to the Aiken 211 computer-based human resourced information system. The Federal Communications Commission has set aside the number 211 as the universal number for local human resource information. This service is available to citizens of Aiken County 24 hours a day, seven days a week.

The LSWDB joined forces with Denmark Technical College (DTC) to establish a customized training program for the Elite Outsourcing, Inc. located in Barnwell, South Carolina and with the local Department of Social Services (DSS) and Mental Health Association of Aiken County, to provide transportation and childcare assistance to pregnant or parenting youth who are participating in employment and/or training programs.

C A T A W B A

Catawba Regional Workforce Investment Board
Post Office Box 450
Rock Hill, SC 2973

Tommy Davis,
Board Chair

Adult and Dislocated Worker Programming

The Catawba Workforce Investment Area continues to focus its attention on those individuals who lack the basic skills required to advance in the workplace, as well as the basic skills necessary to enter training for the technical jobs. The WIA has made two major improvements in its service delivery system to address basic skill deficiencies of adults and dislocated workers within the region. One of the improvements is the addition of case managers within the one-stops in order to provide more quality services. We determined that the staff-to-customer ratio made it increasingly difficult for case managers to provide the level of services necessary to ensure that customers have the greatest possibility to succeed. The second improvement is the addition of a pre-employment occupational certification program. The program is designed to prepare adult and dislocated worker customers for the rigorous post-secondary academic work and to upgrade basic skills to assist them in transitioning into a more technologically advanced work environment. The program also provides activities to improve self-esteem and to increase the customers' confidence as they enter a new period in their lives. The activities include: the basic principles of what it takes to succeed, speaking with confidence, positive response to change, defusing emotionally charged situations, and working in teams. The Work Keys assessment in applied math, locating information, applied technology, and observation is also provided. Following the Work Keys assessment, customers are provided basic skills upgrading and then reassessed to determine skill gains. Adult and dislocated worker customers who complete the pre-employment program are either placed in employment or further training for specific occupations.

Youth Programming

The improvements in the youth programs in the Catawba WIA are focused on enhancing participants' awareness of the correlation of academics to specific occupations. Program participants are now receiving Work Keys assessment to provide them a perspective of their current skills in relationship to particular jobs. The occupational profile is used to show the math, reading, applied technology, and other basic academic requirements for the high demand jobs. A description of specific occupational tasks is provided in order to demonstrate the relevance to academics.

C A T A W B A cont....

After participants are made aware of the correlation of academics to occupations, participants are provided basic skills upgrading and are reassessed to determine academic improvements.

We also have implemented improvements in services to out-of-school youth that focus on character development and discipline, since these are contributors that led to failure in the regular school. Participants are receiving 120 hours of character development training, coupled with interdisciplinary activities that are introduced through the use of the martial arts. The character development is coupled with basic skills upgrading and GED preparation, Work Keys and work experience. The intent of the improvements to the youth programs is to ensure that program participants understand the importance of academics, to the point that incites an interest in earning a high school credential and thereby preparing them for post-secondary training and/or meaningful employment.

Board and Other Initiatives

During PY'01, the Catawba WIB had a full day of training to refresh its knowledge of the intent of the legislation. The Catawba WIB also had a two-day strategic planning session to revisit its vision and mission and to determine whether the statements capture the LWIB's overall intent. During the session, the Board developed a list of their achievements and a list of the critical success factors, those activities the Board must undertake if it is to achieve its mission. There were four critical success factors and they are: (1) expand the partnerships, (2) improve the marketing, (3) make services more accessible, and (4) increase employer participation in one-stops. The LWIB has assigned the four factors to two of the standing committees and one Ad Hoc Committee to develop objectives. It is the intent of the LWIB to have three of the four factors fully implemented during PY'02.

S A N T E E - L Y N C H E S

Santee-Lynches Workforce Investment Board
36 West Liberty Street
Sumter SC, 29151

Charles M. Gavin,
Board Chair

The Santee-Lynches region is rural and located near the center of the state between the Midlands and Pee Dee regions; Clarendon, Kershaw, Lee, and Sumter Counties make up the region's Workforce Investment Area. The labor market's dominant industrial category is manufacturing, which accounts for 35% of the workforce. In the heart of Sumter County is Shaw Air Force Base, which provides an economic punch of nearly 30 %, and large numbers of experienced veterans providing a solid labor force for regional businesses. For the foreseeable future, manufacturing is king. Significant emphasis to attract new technologies through workforce development is at the forefront of the Board's partnership with the economic development community.

The Administrative Entity for the Santee-Lynches Workforce Investment Board (WIB) is the Santee-Lynches Regional Council of Governments located in Sumter, SC.

Adult and Dislocated Worker Programming

The key initiative for adult, dislocated workers, and regional businesses was to link OJT to Work Keys profiling. The Board set aside substantial funding to make this initiative a reality, which led to increases in positive placement and performance measures. Improving management and oversight actions has strengthened the One-Stop Committee. Performance is their focus. Significant funding was secured for Incumbent Worker Training, which is leading to positive outcomes for business and WIA customers.

Youth Programming

The Youth Council's focus was on strengthening plans, increasing contractor performance, and shifting focus from recovery to prevention. New initiatives were to continue Work Keys testing in high schools and making that information available to businesses. The Youth Council began a pilot project to create a manufacturing certification program and partnered with the local college, five key businesses, and a local school district to create a proactive approach providing alternatives to college and the military, and decreasing the high school non-completion rate.

S A N T E E – L Y N C H E S cont...**Board and Other Initiatives**

Over the past year, the Santee-Lynches WIB worked diligently to improve board ownership, ambassadorship, and oversight of the region's workforce system. The Board spent tremendous energy towards improving contractor performance, workforce system marketing, and the visioning process. Precise goals were set with process owners and timelines linked to a new vision and mission statement. Top priority was given to adopting Work Keys as this region's tool for improving the quality of the workforce. Outreach campaigns were conducted bi-annually and included billboards, radio and television, a website, sponsorship of Business Expos and job fairs, and promotional items. A key initiative included streamlining Committees and working groups into two key areas, a One-Stop Committee and Youth Council with the goal of placing intense and immediate focus on improving this region's performance. Low wages, out-migration, underemployment, and a reduction in high-school dropout prevention are other key areas for improvement.



W A C C A M A W

Waccamaw Workforce Investment Board
1230 Highmarket Street
Georgetown, SC 29440

Bernie Baum,
Board Chair

Adult and Dislocated Worker Programming

The Waccamaw Workforce Investment Board (WIB) was an early innovator in setting up “Job Link”, which was one of South Carolina’s initial One-Stops. The Board focus during PY 01 has been on continuous improvement and expanded delivery of workforce development programs through the comprehensive One-Stop Centers. The region’s full-service comprehensive centers represent models for providing quality employment and training services to the people of the region. During PY 01, the U.S. Department of Labor recognized the Horry County Workforce Development Center as one of six outstanding One-Stop Centers from Region III (Southeast). These Centers, which include Georgetown Workforce Development Center and the Kingstree Employment Services Office, continue to offer employers and individuals opportunities to be successful in the competitive marketplace. For instance, in addition to unemployment insurance, veterans programs and regular job matching, an array of new services was added. These new services include computer applications training, basic skills refresher/upgrading, career and personal renewal seminars, one-on-one job search help, career counseling, assistance getting financial aid for college, expanded on-the-job training opportunities, job task assessments, and incumbent worker training.

The WIB has paid special attention to the healthcare needs of the region based on projections of critical shortages in skilled healthcare professionals, and the trend towards an aging population. Occupational healthcare training is a special need and offers excellent earnings potential for those interested in receiving intensive training services. The WIB supports this type of training through partnerships with Horry-Georgetown Technical College’s “Allied Healthcare Program”, Conway School of Nursing, Williamsburg Regional Hospital, and direct grants to individuals. These efforts will continue to be promoted and evaluated for performance in terms of placements and meeting the critical skills shortfall.

The new Incumbent Worker Program has been well received by area companies. The purpose of the Incumbent Worker Training Program is to provide resources for employers to train currently employed workers in an effort to keep businesses competitive. The program is designed to meet changing skill requirements caused by new technology, retooling, new product lines and organizational restructuring. The state of the economy and global competition require that our industries have top-notch employees, trained in the most current technologies and methods. This program helps companies meet their unique training requirements.

W A C C A M A W cont...

Youth Programming

WIA legislation requires that each area establish an advisory Youth Council to help oversee the locally established programs. The Act defines eligible youth to be those individuals between the ages of 14 and 21 who are also termed “economically disadvantaged”. The composition of the Waccamaw Youth Council includes representatives from all three counties, each member possessing a special interest in service to young people such as the Boys and Girls Club, local governments, social service agencies, community-based groups, law enforcement, etc. Many new job opportunities have resulted for all of our youth, but in particular out-of-school youth are being encouraged to use our services.

During PY 01, additions to the region’s youth program service providers include Georgetown County Parks and Recreation Department, Williamsburg Technical College Upward Bound, and SOS Healthcare in the Cedar Branch community of Horry County. These service providers were added as a result of a decision to provide better outreach into the more rural communities of our region. Additionally, partnering with these service agencies enables our youth programs to provide a more holistic approach to meeting their needs.

Board and Other Initiatives

The Board has been active in taking advantage of the USDOL, SETA, and State supported training opportunities that are provided. Accordingly, the Board has used the knowledge gained to promote continuous improvement, such as, hosting an annual retreat where key partners are invited to participate and share their experience and goals. Other Board initiatives towards continuous improvement include engaging in an aggressive Workforce Development System marketing campaign, celebrating the achievements of both staff and customers, and providing oversight to ensure effective outcomes.



Bernie Baum presents AVX Corporation with an Employer Award from the Waccamaw Workforce Investment Board

L O W C O U N T R Y

Lowcountry Workforce Investment Board
P. O. Box 98
Yemassee, SC 29945-0098

James E. Ayers II,
Board Chair

Adult and Dislocated Worker Programming

In analyzing our PY00 performance data, we realized that while we were doing a good job of placing Adults and Dislocated Workers in employment, we were not necessarily obtaining a desirable wage. All Adults and Dislocated Workers within the four Lowcountry counties are served by only two Career Counselors, who are housed within the One-Stop Centers. Their only access to job openings were job orders placed with the Employment Security Commission, newspaper want ads or Internet listings. We also felt that an active OJT program would benefit our clients and result in higher paying wages. Consequently we have hired a full-time Job Developer to work within the four counties. His main goals are to locate job opportunities and relay this information to the Career Counselors and the One Stops; work directly with employers to promote OJT opportunities and the Incumbent Worker program; work closely with WIA Career Counselors to begin job sourcing for clients when they first begin training classes; and to raise the awareness among employers of One-Stop services.

Youth Programming

The sole contract providing youth services in the Lowcountry had to be terminated early due to a host of barriers. Effective January 2002, a new youth contractor is in place and has begun providing services. Kip Stottlemeyer, a national consultant on youth programs, was brought into the area to work with both the Youth Council and the new Youth Contractor on programmatic design and Youth Council structure. As a result, the Youth Council has undergone a complete reorganization, which includes recruiting additional members and formally defining their "vision, roles and job descriptions". Plans are underway to have GLEAMS, an experienced youth contractor in S.C., work one-on-one with the Lowcountry youth contractor to refine services, leverage local resources, strengthen linkages and flowchart internal processes. While this year's current youth services are already much higher than before, we anticipate much more success in the coming year. Under the auspices of a newly expanded, better informed and positively energized Youth Council, Lowcountry youth programs should excel.

L O W C O U N T R Y cont...**Board and Other Initiatives**

Because we view the One-Stop Centers as the key to our success, the Lowcountry Workforce Investment Board (LWIB) has commissioned an independent assessment of the strengths, challenges and best practices within the Lowcountry One-Stop Centers. One of the most crucial issues within the system is partner participation. In the current budget climate, partner participation is waning. The LWIB wants to address this issue in a proactive manner so that the one-stop centers will be successful for partners, job seekers and employers. The LWIB has also asked the State WIB to address the issue of partner participation on a State level, so that local directors can be empowered to support the centers. By dealing with crucial issues as they develop, we feel that we are strengthening the foundation upon which our One-Stop System is built and are taking the next step toward continuous improvement in the Centers.

PERFORMANCE MEASUREMENT

Cost Analysis

The Department of Labor (DOL) guidance with regard to calculating and reporting performance outcomes disconnected the services provided to individuals in a program year from the outcomes reported in that year. WIA funds expended between July 1, 2001 and June 30, 2002 had little if any impact on reported outcomes achieved by individuals exiting programs between October 1, 2000 and September 30, 2001. The following table represents program dollars expended between July 1, 2001 and June 30, 2002 divided by the number of registrations that were reported during that time period.

Cost Effectiveness	<u>Expenditures</u> Participants Served
Adult Program	\$2,120
Dislocated Worker Program	\$1,197
Youth Program	\$3,106

Reporting

As of July 1, 2001, the State continued to use its temporary data collection system referred to as the Workforce Investment Act Standardized Record Data (WIASRD). This system collected only information required for DOL reports. There were no business rules or edits within this system to ensure the quality of information entered. The bulk of the State's efforts with regard to reporting and performance improvement centered on querying the data, compiling lists of records with anomalous data and sending the information out to the Local Areas for correction. Through this process the State managed to maintain the quality of its WIA data.

Simultaneously, the State worked with Geographic Solutions, Inc. to develop a data management system that would electronically control the data entered into the system and also facilitate program management. In October 2002, the State converted its WIASRD data to the South Carolina Virtual One-Stop (SCVOS) system. Once this system becomes fully functional, the State expects to be able to better analyze its data for the purpose of developing meaningful continuous improvement strategies.

Incentive Awards

The State Workforce Investment Board adjusted its incentive policy for Program Year 2001 based upon crucial system-building activities required during the year and the lackluster performance results from the first year of WIA. Completion of the Local Area re-designation process, the revision of Local Area plans, and the transition to the SCVOS data management system required considerable coordinated Local Area effort. The State Board encouraged “real time” collection and reporting of outcomes to improve credential, employment and retention results. Fifty percent of the year’s incentive funds were set aside to reward areas that fulfilled State expectations.

The other half of incentive funds were set aside to reward Local Areas meeting or exceeding negotiated goals on the seventeen DOL mandated performance measures. Additional emphasis was placed on maintaining customer satisfaction.

Program Year 2001 Performance Summary

In accordance with Training and Employment Guidance Letter 11-01 issued February 12, 2002, the State submitted requests to decrease six performance goals for PY 2001. Ultimately, the DOL agreed to revise five of those goals. Of the seventeen mandated performance goals negotiated with the DOL, the State achieved:

- 100% of the goal or higher on each of fifteen measures;
- 80% of the goal or higher on two other measures.

WIA Mandated Measures		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	70.0	80.1
	Employers	67.0	75.8
Entered Employment Rate	Adults	73.4%	82.7%
	Dislocated Workers	74.5%	85.3%
	Older Youth	66.3%	75.0%
Retention Rate	Adults	85.7%	85.8%
	Dislocated Workers	88.7%	91.8%
	Older Youth	81.6%	76.4%
	Younger Youth	40.0%	40.9%
Earnings Change/ Earnings Replacement Rate	Adults	\$2,890	\$3,352
	Dislocated Workers	86.0%	113.1%
	Older Youth	\$2,968	\$2,917
Credential & Employment/ Diploma Rate	Adults	49.0%	55.8%
	Dislocated Workers	59.0%	63.6%
	Older Youth	30.0%	34.1%
	Younger Youth	40.0%	49.8%
Skill Attainment Rate	Younger Youth	63.2%	74.7%
Performance Goal Attainment	Greater Than or Equal To 100%	Between 80% & 100%	Less Than 80%
	15	2	0

South Carolina made considerable progress over last year's WIA performance, exceeding fifteen goals this year and only seven last. The State failed five measures last year and this year surpassed 80% of all program goals. Although the State exceeded the performance goal for the customer satisfaction, we did not meet the 70% response rate. The State was pleased that both participant and employer customers were quite satisfied with the services provided throughout the State's One-Stop system.

STATE EVALUATIONS OF WORK FORCE INVESTMENT ACTIVITIES

Customer Satisfaction Surveys

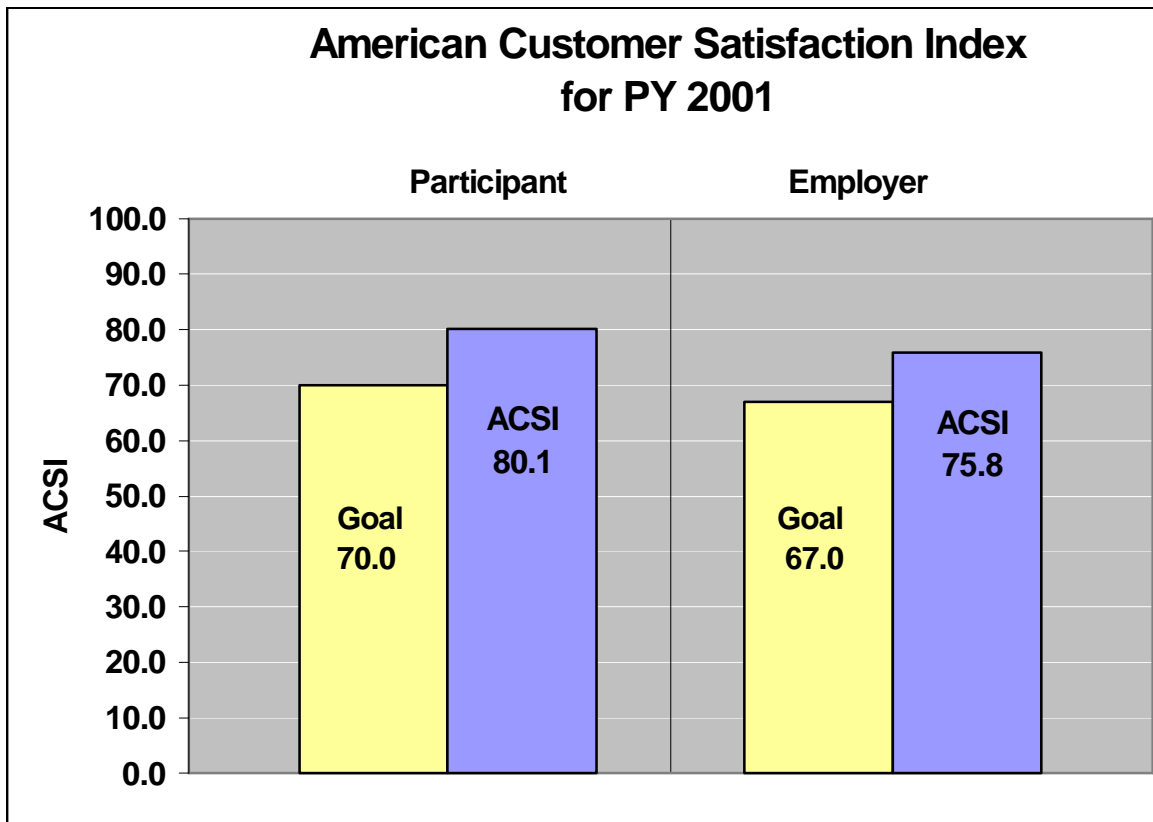
Seventeen Comprehensive One-Stops and thirty-five Satellites are established to provide workforce development employment and training services. The "One-Stop" concept provides an extensive array of job training, education, and employment services to job seekers and employers at a single point of contact. Services include comprehensive and specialized skills assessment, individual career counseling and planning, job referrals, job development, and support services provided under the Workforce Investment Act. The primary focus of our One-Stop System is meeting the needs of businesses for skilled workers and the training, education and employment needs of all individuals. All of these services are offered with the primary goal and focus on providing exceptional customer service to both job seekers and employers.

In a constant effort to provide continual improvement of services to all of our clients, two major groups of customers are surveyed on a monthly basis. The surveys are conducted via telephone and administered by trained interviewers who are skilled in delivering customer satisfaction surveys. The customer satisfaction survey focuses on both Workforce Investment Act (WIA) participants and employers who use services offered by our One-Stop system.

The results, feedback and comments from the surveys are summarized and reviewed on a monthly, quarterly and annual basis for the state and the twelve Workforce Investment Areas in South Carolina. The survey results are posted to a website on a monthly basis. The statewide customer satisfaction survey applies the American Customer Satisfaction Index (ACSI) Methodology. The ACSI is a commonly applied and widely accepted index, which allows our agency to compare and evaluate its customer satisfaction to other governmental agencies as well as private organizations. Meeting the expectations of our customers and effectively delivering job seekers and employer services is the primary focus of the Workforce Investment Act in South Carolina. Exceptional customer satisfaction and service is one of the major goals of the South Carolina's Workforce Development System.

During the second year of WIA Program, South Carolina administered the required methodology for the customer satisfaction survey as specified by the Department of Labor. The customer satisfaction surveys for PY 2001 measured the level of satisfaction with services with three mandatory questions for employers and program participants. The three questions measured the overall satisfaction, overall expectations and the customer's ideal of a program. The surveys yielded an American Customer Satisfaction Index score of 80.1 for service to participants and 75.8 for employers.

Both the participant and employer goals were exceeded for PY 2001 (see American Customer Satisfaction Index table below).



The customer satisfaction survey was expanded to encompass more specific questions that would supply comprehensive, thorough, and detailed customer feedback to the state and the Local Workforce Investment Areas. Before the additional questions were added to the customer satisfaction survey, each Local Workforce Investment Area was consulted and their recommendations were used to construct the additional questions. A combination of closed and open-ended questions was developed with local input to evaluate the customer's experiences in the Workforce Development process. Then upon approval of the State Workforce Investment Board, these additional questions were added for PY 2001. The additional survey questions serve as a means for management to evaluate local area's customer satisfaction progress. The results from these questions also allow the local areas to make program adjustments in their region. The additional questions collected specific information that was used to improve and expand services, which are most beneficial to our customers, while at the same time offering us the opportunity to correct and adjust services that may not be providing the best results for all of our customers. Surveying our customers also affords us the advantage of continually improving our workforce development services.

In the spirit of continual improvement, South Carolina's key strategy is to continue to enhance and improve the customer satisfaction survey and to improve customer satisfaction reports to better measure and refine the services provided to WIA program participants and employers in our state.

“Secret Shopper” Program

In January 2002, the State Workforce Investment Board awarded a statewide “Secret Shopper” grant to Lengel and Associates. As a part of this grant, each local area is evaluated on a quarterly basis. The evaluation is based on both telephone contacts and on-site visits, followed by detailed written reports. The “Secret Shopper” provides an objective, detailed review of the services a job seeker or employer receives during a visit to a one-stop location or during any workforce development activities. The focus is on the facility, the employees, and their work while serving job seekers and employers. The goal of the “Secret Shopper” program is to make workforce development operations more effective and successful. Results of this project will be used to further evaluate the Workforce Development System with an emphasis on continuous improvement.

REQUIRED TABLES

Table A - Workforce Investment Act Customer Satisfaction Results

Customer	Negotiated	Actual	Number of	Number of	Number of	Response
Satisfaction	Performance	Performance Level	Customers	Customers Eligible	Customers Included	Rate
	Level	ACSI	Surveyed	for the Survey	in the Survey	
Participants	70	80.1	1919	3059	3059	62.7%
Employers	67	75.8	3068	6301	4110	74.6%

PLEASE REFER TO THIS LEGEND FOR REQUIRED TABLES

Exceeded Actual Performance Level is greater than the Negotiated Performance Level

Met Actual Performance Level is greater than or equal to 80% and less than 100% of the Negotiated Performance Level

Not Met Actual Performance Level is less than 80% of the Negotiated Performance Level

REQUIRED TABLES

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.4%		388
			469
Employment Retention Rate	85.7%		472
			550
Earnings Change in Six Months	\$2,890		\$1,638,902
			489
Employment and Credential Rate	49.0%		155
			278

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Int. or Trng. Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	83.3%	35	90.5%	19	73.3%	33	73.7%	14
		42		21		45		19
Employment Retention Rate	77.1%	37	91.7%	22	69.0%	29	88.2%	15
		48		24		42		17
Earnings Change in Six Months	\$5,549	\$227,516	\$3,630	\$76,238	\$1,949	\$72,121	\$617	\$9,873
		41		21		37		16
Employment and Credential Rate	54.5%	18	54.5%	6	42.3%	11	88.9%	8
		33		11		26		9

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	82.0%	155	83.2%	233
		189		280
Employment Retention Rate	89.9%	214	82.7%	258
		238		312
Earnings Change in Six Months	\$4,658	\$1,015,353	\$2,301	\$623,549
		218		271

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

		Actual Performance Level	
Entered Employment Rate	74.5%		499
			585
Employment Retention Rate	88.7%		458
			499
Earnings Replacement Rate	86.0%		\$4,177,149
			\$3,694,850
Employment and Credential Rate	59.0%		257
			404

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	89.5%	34	66.7%	6	88.2%	30	100.0%
		38		9		34		2
Employment Retention Rate	91.2%	31	100%	6	86.7%	26	100.0%	2
		34		6		30		2
Earnings Replacement Rate	134.2%	\$336,554	166.6%	\$87,281	64.8%	\$179,914	0%	\$19,339
		\$250,863		\$52,397		\$277,496		\$0
Employment and Credential Rate	58.1%	18	42.9%	3	69.6%	16	100.0%	1
		31		7		23		1

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	89.1%	360	76.8%
		404		181
Employment Retention Rate	93.6%	337	87.1%	121
		360		139
Earnings Replacement Rate	116.4%	\$3,149,874	103.8%	\$1,027,275
		\$2,704,995		\$989,855

Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	66.3%	75
		100
Employment Retention Rate	81.6%	81
		106
Earnings Change in Six Months	\$2,968	\$259,612
		89
Credential Rate	30.0%	46
		135

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans				Out-of-School Youth	
	Entered Employment Rate	63.6%	7 11	100.0%	1 1	66.7%	6 9	78.9%
Employment Retention Rate	71.4%	5 7	100.0%	1 1	33.3%	2 6	78.2%	79 101
Earnings Change in Six Months	\$1,382	\$5,529 4	\$0	\$0 0	\$1,279	\$3,837 3	\$2,957	\$251,357 85
Credential Rate	18.2%	2 11	0.0%	0 1	22.2%	2 9	33.3%	41 123

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	63.2%	2201
		2945
Diploma or Equivalent Attainment Rate	40.0%	133
		267
Retention Rate	40.0%	94
		230

Table K - Outcomes for Younger Youth Special Populations						
Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	76.7%	253	83.9%	270	68.6%	363
		330		322		529
Diploma or Equivalent Attainment Rate	42.3%	11	60.0%	21	27.6%	35
		26		35		127
Retention Rate	23.1%	6	53.2%	25	56.8%	75
		26		47		132

Table L - Other Reported Information, part A

	12 Month Retention		12 Month Earnings		Non Traditional Employment	
Adults	73.4%	135	\$4,099	\$655,894	0.00%	0
		184		160		388
Dislocated Workers	79.8%	206	97.0%	\$2,026,842	1.80%	9
		258		\$2,090,587		499
Older Youth	68.8%	11	\$3,218	\$41,830	1.33%	1
		16		13		75

Table L - Other Reported Information, part B

	Wages at Entry		Training Related Employment	
Adults	\$ 3,666	\$1,264,930	39.47%	60
		345		152
Dislocated Workers	\$ 4,686	\$2,117,892	44.60%	157
		452		352
Older Youth	\$ 2,275	\$154,729		
		68		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	5070	1593
Dislocated Workers	5045	969
Older Youth	746	211
Younger Youth	2863	1181

Table N - Cost of Program Activities

	Program Activity	Total Federal Spending
	Local Adults	\$10,258,246
	Local Dislocated Workers	\$6,114,607
	Local Youth	\$10,925,504
	Rapid Response (up to 25%) 134 (a) (2) (A)	\$2,641,538
	Statewide Required Activities (up to 25%) 134 (a) (2) (A)	\$2,883,667
	Statewide Allowable Activities 134 (a) (3)	
Program Activity Description	Services to Older Individuals	\$366,039
	One-Stop Enhancement	\$744,527
	Services to Offenders	\$309,311
	Services to Disabled	\$204,564
	Miscellaneous	\$331,656
	Total of All Federal Spending Listed Above	\$34,779,659

Statewide Grants

Table O - Local Performance

Local Area Name State Wide Grants	Total Participants Served	Adults	318
		Dislocated workers	0
		Older Youth	0
		Younger Youth	89
ETA Assigned # 458*	Total Exiters	Adults	290
		Dislocated workers	0
		Older Youth	0
		Younger Youth	62
		*Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		81.6
	Employers		N/A
Entered Employment Rate	Adults		42.9%
	Dislocated Workers		N/A
	Older Youth		N/A
Retention Rate	Adults		80.0%
	Dislocated Workers		N/A
	Older Youth		N/A
	Younger Youth		0.0%
Earnings Change/Earnings Replacement in Six Months	Adults		(\$852)
	Dislocated Workers		N/A
	Older Youth		N/A
Credential/Diploma Rate	Adults		43.8%
	Dislocated Workers		N/A
	Older Youth		N/A
	Younger Youth		21.4%
Skill Attainment Rate	Younger Youth		N/A
Description of Other State Indicators of Performance			
*Each Statewide Program contracted goals independently.			

P E N D L E T O N D I S T R I C T

Table O

Local Area Name Pendleton	Total Participants Served	Adults	119
		Dislocated workers	336
		Older Youth	26
		Younger Youth	135
ETA Assigned # 45010	Total Exiters	Adults	35
		Dislocated workers	64
		Older Youth	1
		Younger Youth	109
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	
	Employers	67.0	
Entered Employment Rate	Adults	80.2%	100.0%
	Dislocated Workers	79.6%	
	Older Youth	80.0%	
Retention Rate	Adults	85.2%	100.0%
	Dislocated Workers	90.7%	
	Older Youth	92.3%	
	Younger Youth	50.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,759	
	Dislocated Workers	77.9%	
	Older Youth	\$3,711	(\$4,250)
Credential/Diploma Rate	Adults	54.1%	
	Dislocated Workers	63.6%	
	Older Youth	36.6%	0.0%
	Younger Youth	40.0%	
Skill Attainment Rate	Younger Youth	64.3%	
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	8	1	8

U P P E R S A V A N N A H

Table O

Local Area Name Upper Savannah	Total Participants Served	Adults	272
		Dislocated workers	765
		Older Youth	81
		Younger Youth	172
ETA Assigned # 45025	Total Exiters	Adults	69
		Dislocated workers	153
		Older Youth	10
		Younger Youth	10
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	
	Employers	67.0	
Entered Employment Rate	Adults	72.3%	88.2%
	Dislocated Workers	82.3%	
	Older Youth	62.0%	
Retention Rate	Adults	82.7%	87.3%
	Dislocated Workers	92.8%	
	Older Youth	74.1%	
	Younger Youth	50.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,708	
	Dislocated Workers	81.9%	
	Older Youth	\$2,776	\$1,569
Credential/Diploma Rate	Adults	48.7%	
	Dislocated Workers	65.9%	
	Older Youth	28.4%	50.0%
	Younger Youth	40.0%	
Skill Attainment Rate	Younger Youth	62.0%	
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	3	11

U P S T A T E

Table O

Local Area Name Upstate	Total Participants Served	Adults	150
		Dislocated workers	672
		Older Youth	0
		Younger Youth	173
ETA Assigned # 45020	Total Exiters	Adults	16
		Dislocated workers	43
		Older Youth	0
		Younger Youth	135
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	
	Employers	67.0	
Entered Employment Rate	Adults	78.3%	77.8%
	Dislocated Workers	83.3%	
	Older Youth	65.2%	
Retention Rate	Adults	84.3%	75.9%
	Dislocated Workers	93.3%	
	Older Youth	91.6%	
	Younger Youth	50.0%	64.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,612	
	Dislocated Workers	78.7%	
	Older Youth	\$3,711	\$1,055
Credential/Diploma Rate	Adults	52.9%	
	Dislocated Workers	66.6%	
	Older Youth	29.8%	0.0%
	Younger Youth	40.0%	
Skill Attainment Rate	Younger Youth	79.1%	
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	4	10

GREENVILLE

Table O

Local Area Name Greenville	Total Participants Served	Adults	139
		Dislocated workers	694
		Older Youth	31
		Younger Youth	147
ETA Assigned # 45015	Total Exiters	Adults	24
		Dislocated workers	28
		Older Youth	11
		Younger Youth	70
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	80.1
	Employers	67.0	
Entered Employment Rate	Adults	73.1%	
	Dislocated Workers	81.0%	90.3%
	Older Youth	75.0%	
Retention Rate	Adults	91.0%	
	Dislocated Workers	93.4%	89.3%
	Older Youth	87.5%	
	Younger Youth	50.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,062	\$4,063
	Dislocated Workers	85.6%	
	Older Youth	\$2,455	
Credential/Diploma Rate	Adults	49.3%	88.9%
	Dislocated Workers	64.8%	
	Older Youth	34.3%	
	Younger Youth	40.0%	0.0%
Skill Attainment Rate	Younger Youth	79.1%	
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	14

M I D L A N D S

Table O

Local Area Name Midlands	Total Participants Served	Adults	521
		Dislocated workers	223
		Older Youth	80
		Younger Youth	261
ETA Assigned # 45105	Total Exiters	Adults	18
		Dislocated workers	56
		Older Youth	7
		Younger Youth	58
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	85.0
	Employers	67.0	73.3
Entered Employment Rate	Adults	77.1%	
	Dislocated Workers	85.6%	95.6%
	Older Youth	54.6%	0.0%
Retention Rate	Adults	85.1%	
	Dislocated Workers	91.0%	90.7%
	Older Youth	87.5%	0.0%
	Younger Youth	42.8%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,405	\$8,358
	Dislocated Workers	79.0%	148.5%
	Older Youth	\$3,204	
Credential/Diploma Rate	Adults	52.0%	65.0%
	Dislocated Workers	68.4%	88.4%
	Older Youth	24.9%	
	Younger Youth	40.0%	47.6%
Skill Attainment Rate	Younger Youth	79.1%	87.6%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11

TRIDENT

Table O

Local Area Name Trident	Total Participants Served	Adults	611
		Dislocated workers	216
		Older Youth	70
		Younger Youth	54
ETA Assigned # 45095	Total Exiters	Adults	230
		Dislocated workers	88
		Older Youth	27
		Younger Youth	13
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	77.4
	Employers	67.0	
Entered Employment Rate	Adults	77.1%	
	Dislocated Workers	87.5%	81.1%
	Older Youth	82.9%	
Retention Rate	Adults	83.9%	
	Dislocated Workers	90.5%	97.7%
	Older Youth	75.0%	
	Younger Youth	49.8%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,370	\$3,276
	Dislocated Workers	96.7%	
	Older Youth	\$2,304	
Credential/Diploma Rate	Adults	52.0%	0.0%
	Dislocated Workers	70.0%	
	Older Youth	37.5%	
	Younger Youth	40.0%	33.3%
Skill Attainment Rate	Younger Youth	65.2%	
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	8	6

P E E D E E

Table O

Local Area Name Pee Dee	Total Participants Served	Adults	1014
		Dislocated workers	523
		Older Youth	158
		Younger Youth	585
ETA Assigned # 45045	Total Exiters	Adults	375
		Dislocated workers	188
		Older Youth	68
		Younger Youth	314
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	78.6
	Employers	67.0	76.0
Entered Employment Rate	Adults	70.2%	
	Dislocated Workers	67.9%	84.2%
	Older Youth	60.7%	81.6%
Retention Rate	Adults	85.6%	
	Dislocated Workers	92.6%	90.6%
	Older Youth	78.1%	92.3%
	Younger Youth	50.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,516	\$3,627
	Dislocated Workers	96.7%	98.3%
	Older Youth	\$3,066	
Credential/Diploma Rate	Adults	47.4%	60.0%
	Dislocated Workers	54.4%	58.8%
	Older Youth	27.8%	
	Younger Youth	40.0%	32.4%
Skill Attainment Rate	Younger Youth	36.3%	80.6%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

LOWER SAVANNAH

Table O

Local Area Name Lower Savannah	Total Participants Served	Adults	461
		Dislocated workers	366
		Older Youth	64
		Younger Youth	349
ETA Assigned # 45050	Total Exiters	Adults	212
		Dislocated workers	105
		Older Youth	17
		Younger Youth	148
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	
	Employers	67.0	74.8
Entered Employment Rate	Adults	63.9%	
	Dislocated Workers	63.8%	
	Older Youth	53.9%	50.0%
Retention Rate	Adults	86.7%	
	Dislocated Workers	85.6%	
	Older Youth	86.3%	80.0%
	Younger Youth	32.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,393	
	Dislocated Workers	86.0%	129.1%
	Older Youth	\$3,711	
Credential/Diploma Rate	Adults	43.1%	
	Dislocated Workers	51.0%	26.2%
	Older Youth	24.6%	
	Younger Youth	40.0%	
Skill Attainment Rate	Younger Youth	34.1%	69.6%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	2	12

C A T A W B A

Table O

Local Area Name Catawba	Total Participants Served	Adults	242
		Dislocated workers	269
		Older Youth	19
		Younger Youth	203
ETA Assigned # 45060	Total Exiters	Adults	77
		Dislocated workers	38
		Older Youth	7
		Younger Youth	103
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	
	Employers	67.0	77.8
Entered Employment Rate	Adults	81.1%	100.0%
	Dislocated Workers	74.1%	
	Older Youth	66.6%	0.0%
Retention Rate	Adults	83.1%	87.7%
	Dislocated Workers	89.8%	
	Older Youth	75.0%	0.0%
	Younger Youth	43.8%	20.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,961	
	Dislocated Workers	93.8%	317.3%
	Older Youth	\$3,711	\$0
Credential/Diploma Rate	Adults	54.7%	
	Dislocated Workers	59.3%	84.6%
	Older Youth	30.5%	0.0%
	Younger Youth	40.0%	
Skill Attainment Rate	Younger Youth	58.5%	36.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

S A N T E E - L Y N C H E S

Table O

Local Area Name Santee-Lynches	Total Participants Served	Adults	292
		Dislocated workers	301
		Older Youth	93
		Younger Youth	248
ETA Assigned # 45065	Total Exiters	Adults	74
		Dislocated workers	94
		Older Youth	22
		Younger Youth	47
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	77.2
	Employers	67.0	69.8
Entered Employment Rate	Adults	64.5%	
	Dislocated Workers	87.5%	52.4%
	Older Youth	60.0%	75.0%
Retention Rate	Adults	94.6%	
	Dislocated Workers	89.3%	81.8%
	Older Youth	84.2%	88.9%
	Younger Youth	49.9%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,738	\$4,063
	Dislocated Workers	88.9%	126.4%
	Older Youth	\$2,319	
Credential/Diploma Rate	Adults	43.4%	4.0%
	Dislocated Workers	70.0%	0.0%
	Older Youth	27.5%	
	Younger Youth	40.0%	56.5%
Skill Attainment Rate	Younger Youth	79.1%	81.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	6	1	10

W A C C A M A W

Table O

Local Area Name Waccamaw	Total Participants Served	Adults	821
		Dislocated workers	605
		Older Youth	103
		Younger Youth	378
ETA Assigned # 45085	Total Exiters	Adults	123
		Dislocated workers	82
		Older Youth	40
		Younger Youth	94
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	84.2
	Employers	67.0	76.3
Entered Employment Rate	Adults	77.3%	
	Dislocated Workers	76.6%	97.2%
	Older Youth	67.5%	71.4%
Retention Rate	Adults	84.8%	
	Dislocated Workers	93.8%	91.4%
	Older Youth	75.7%	0.0%
	Younger Youth	44.6%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,157	\$621
	Dislocated Workers	91.6%	102.9%
	Older Youth	\$1,244	
Credential/Diploma Rate	Adults	52.1%	57.1%
	Dislocated Workers	61.3%	75.0%
	Older Youth	30.9%	
	Younger Youth	40.0%	70.0%
Skill Attainment Rate	Younger Youth	37.2%	61.8%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11

L O W C O U N T R Y

Table O

Local Area Name Lowcountry	Total Participants Served	Adults	110
		Dislocated workers	75
		Older Youth	21
		Younger Youth	69
ETA Assigned # 45110	Total Exiters	Adults	50
		Dislocated workers	30
		Older Youth	1
		Younger Youth	18
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70.0	72.9
	Employers	67.0	78.3
Entered Employment Rate	Adults	68.5%	
	Dislocated Workers	81.5%	95.7%
	Older Youth	82.9%	80.0%
Retention Rate	Adults	87.0%	
	Dislocated Workers	83.8%	100.0%
	Older Youth	75.0%	75.0%
	Younger Youth	32.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,807	\$2,196
	Dislocated Workers	96.7%	92.6%
	Older Youth	\$1,948	
Credential/Diploma Rate	Adults	46.3%	100.0%
	Dislocated Workers	65.3%	47.8%
	Older Youth	37.5%	
	Younger Youth	40.0%	50.0%
Skill Attainment Rate	Younger Youth	69.6%	22.2%
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11

WIA Annual Report Data

State Name: SC

Program Year: 2001

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	80.1	1,919	3,059	3,059	62.7
Employers	67	75.8	3,068	6,301	4,110	74.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.4	82.7	388
			469
Employment Retention Rate	85.7	85.8	472
			550
Earnings Change in Six Month	2,890	3,352	1,638,902
			489
Employment and Credential Rate	49	55.8	155
			278

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	83.3	35	90.5	19	73.3	33	73.7	14
		42		21		45		19
Employment Retention Rate	77.1	37	91.7	22	69	29	88.2	15
		48		24		42		17
Earnings Change in Six Months	5,549	227,516	3,630	76,238	1,949	72,121	617	9,873
		41		21		37		16
Employment and Credential Rate	54.5	18	54.5	6	42.3	11	88.9	8
		33		42		26		9

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	82	155	83.2	233
		189		280
Employment Retention Rate	89.9	214	82.7	258
		238		312
Earnings Change in Six Months	4,658	1,015,353	2,301	623,549
		218		271

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.5	85.3	499
			585
Employment Retention Rate	88.7	91.8	458
			499
Earnings Replacement in Six Months	86	113.1	4,177,149
			3,694,850
Employment and Credential Rate	59	63.6	257
			404

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	89.5	34	66.7	6	88.2	30	100
		38		9		34		2
Employment Retention Rate	91.2	31	100	6	86.7	26	100	2
		34		6		30		2
Earnings Replacement Rate	134.2	336,554	166.6	87,281	64.8	179,914	*****	19,339
		250,863		52,397		277,496		1
Employment And Credential Rate	58.1	18	42.9	3	69.6	16	100	1
		31		7		23		1

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	89.1	360	76.8
404			181	
Employment Retention Rate	93.6	337	87.1	121
		360		139
Earnings Replacement Rate	116.4	3,149,874	103.8	1,027,275
		2,704,995		989,855

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66.3
Employment Retention Rate	81.6	76.4	81
			106
Earnings Change in Six Months	2,968	2,917	259,612
			89
Credential Rate	30	34.1	46
			135

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	63.6	7 11	100	1 1	66.7	6 9	78.9
Employment Retention Rate	71.4	5 7	100	1 1	33.3	2 6	78.2	79 101
Earnings Change in Six Months	1,382	5,529 4	0	0 1	1,279	3,837 3	2,957	251,357 85
Credential Rate	18.2	2 11	0	0 1	22.2	2 9	33.3	41 123

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	63.2	74.7	2,201 2,945
Diploma or Equivalent Attainment Rate	40	49.8	133 267	
Retention Rate	40	40.9	94 230	

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	76.7	253	83.9	270	68.6	363
		330		322		529
Diploma or Equivalent Attainment Rate	42.3	11	60	21	27.6	35
		26		35		127
Retention Rate	23.1	6	53.2	25	56.8	75
		26		47		132

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	73.4	135	4,099	655,894	0	0	3,666	1,264,930	39.5	60
		184		160		388		345		152
Dislocated Workers	79.8	206	97	2,026,842	1.8	9	4,686	2,117,892	44.6	157
		258		2,090,587		499		452		352
Older Youth	68.8	11	3,218	41,830	1.3	1	2,275	154,729		
		16		13		75		68		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	5,070	1,593
Dislocated Workers	5,045	969
Older Youth	746	211
Younger Youth	2,863	1,181

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$10,258,246.00
Local Dislocated Workers		\$6,114,607.00
Local Youth		\$10,925,504.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,641,538.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,883,667.00
Statewide Allowable Activities 134 (a) (3)	Services to Older Individuals	\$366,039.00
	One-Stop Enhancement	\$744,527.00
	Services to Offenders	\$309,311.00
	Services to Disabled	\$204,564.00
	Miscellaneous	\$331,656.00
Total of All Federal Spending Listed Above		\$34,779,659.00

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Pendleton District Workforce Investment Board	Total Participants Served	Adults	119
		Dislocated Workers	336
		Older Youth	26
		Younger Youth	135
	Total Exiters	Adults	35
		Dislocated Workers	64
		Older Youth	1
		Younger Youth	109

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	83.1	
	Employers	67	78.7	
Entered Employment Rate	Adults	80.2	100	
	Dislocated Workers	79.6	100	
	Older Youth	80	50	
Retention Rate	Adults	85.2	100	
	Dislocated Workers	90.7	85.7	
	Older Youth	92.3	66.7	
	Younger Youth	50	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,759	337	
	Dislocated Workers	77.9	81.4	
	Older Youth (\$)	3,711	-4,250	
Credential / Diploma Rate	Adults	54.1	0	
	Dislocated Workers	63.6	92.3	
	Older Youth	36.6	0	
	Younger Youth	40	0	
Skill Attainment Rate	Younger Youth	64.3	73	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		8	1	8

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Upper Savannah Workforce Development Board	Total Participants Served	Adults	272
		Dislocated Workers	765
		Older Youth	81
		Younger Youth	172
	Total Exiters	Adults	69
		Dislocated Workers	153
		Older Youth	10
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	76.4
	Employers	67	77.6
Entered Employment Rate	Adults	72.3	88.2
	Dislocated Workers	82.3	95.5
	Older Youth	62	0
Retention Rate	Adults	82.7	87.3
	Dislocated Workers	92.8	92.2
	Older Youth	74.1	100
	Younger Youth	50	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,708	2,560
	Dislocated Workers	81.9	110.2
	Older Youth (\$)	2,776	1,569
Credential / Diploma Rate	Adults	48.7	66.7
	Dislocated Workers	65.9	65.4
	Older Youth	28.4	50
	Younger Youth	40	57.1
Skill Attainment Rate	Younger Youth	62	90.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	3	11

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Upstate Workforce Investment Board	Total Participants Served	Adults	150
		Dislocated Workers	672
		Older Youth	0
		Younger Youth	173
	Total Exitters	Adults	16
		Dislocated Workers	43
		Older Youth	0
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.4	
	Employers	67	75.8	
Entered Employment Rate	Adults	78.3	77.8	
	Dislocated Workers	83.3	70.8	
	Older Youth	65.2	100	
Retention Rate	Adults	84.3	75.9	
	Dislocated Workers	93.3	94.1	
	Older Youth	91.6	66.7	
	Younger Youth	50	64.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,612	3,935	
	Dislocated Workers	78.7	87.7	
	Older Youth (\$)	3,711	1,055	
Credential / Diploma Rate	Adults	52.9	55.9	
	Dislocated Workers	66.6	55	
	Older Youth	29.8	0	
	Younger Youth	40	52.8	
Skill Attainment Rate	Younger Youth	79.1	82.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	4	10

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Greenville County Workforce Investment Board	Total Participants Served	Adults	139
		Dislocated Workers	694
		Older Youth	31
		Younger Youth	147
	Total Exiters	Adults	24
		Dislocated Workers	28
		Older Youth	11
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	80.1	
	Employers	67	74.8	
Entered Employment Rate	Adults	63.1	100	
	Dislocated Workers	81	90.3	
	Older Youth	75	80	
Retention Rate	Adults	91	100	
	Dislocated Workers	93.4	89.3	
	Older Youth	87.5	57.1	
	Younger Youth	50	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,062	4,063	
	Dislocated Workers	85.6	88.4	
	Older Youth (\$)	2,455	5,254	
Credential / Diploma Rate	Adults	49.3	88.9	
	Dislocated Workers	64.8	80	
	Older Youth	34.3	62.5	
	Younger Youth	40	0	
Skill Attainment Rate	Younger Youth	79.1	95.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	14

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Midlands Workforce Investment Board	Total Participants Served	Adults	521
		Dislocated Workers	223
		Older Youth	80
		Younger Youth	261
	Total Exiters	Adults	18
		Dislocated Workers	56
		Older Youth	7
		Younger Youth	58

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	85	
	Employers	67	73.3	
Entered Employment Rate	Adults	77.1	80	
	Dislocated Workers	85.6	95.6	
	Older Youth	54.6	0	
Retention Rate	Adults	85.1	82.4	
	Dislocated Workers	91	90.7	
	Older Youth	87.5	0	
	Younger Youth	42.8	72.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,405	8,358	
	Dislocated Workers	79	148.5	
	Older Youth (\$)	3,204	0	
Credential / Diploma Rate	Adults	52	65	
	Dislocated Workers	68.4	88.4	
	Older Youth	24.9	0	
	Younger Youth	40	47.6	
Skill Attainment Rate	Younger Youth	79.1	87.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	2	10

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Trident Workforce Investment Board	Total Participants Served	Adults	611
		Dislocated Workers	216
		Older Youth	70
		Younger Youth	54
	Total Exiters	Adults	230
		Dislocated Workers	88
		Older Youth	27
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	77.4	
	Employers	67	69.8	
Entered Employment Rate	Adults	77.1	84.6	
	Dislocated Workers	87.5	81.1	
	Older Youth	82.9	77.3	
Retention Rate	Adults	83.9	87.6	
	Dislocated Workers	90.5	97.7	
	Older Youth	75	66.7	
	Younger Youth	49.8	46.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,370	3,276	
	Dislocated Workers	96.7	92.8	
	Older Youth (\$)	2,304	1,076	
Credential / Diploma Rate	Adults	52	0	
	Dislocated Workers	70	68.2	
	Older Youth	37.5	33.3	
	Younger Youth	40	33.3	
Skill Attainment Rate	Younger Youth	65.2	48.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	8	6

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Pee Dee Workforce Development Board	Total Participants Served	Adults	1,014
		Dislocated Workers	523
		Older Youth	158
		Younger Youth	585
	Total Exiters	Adults	375
		Dislocated Workers	188
		Older Youth	68
		Younger Youth	314

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	78.6	
	Employers	67	76	
Entered Employment Rate	Adults	70.2	76.6	
	Dislocated Workers	67.9	84.2	
	Older Youth	60.7	81.6	
Retention Rate	Adults	85.6	86.7	
	Dislocated Workers	92.6	90.6	
	Older Youth	78.1	92.3	
	Younger Youth	50	64.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,516	3,627	
	Dislocated Workers	96.7	98.3	
	Older Youth (\$)	3,066	5,096	
Credential / Diploma Rate	Adults	47.4	60	
	Dislocated Workers	54.4	58.8	
	Older Youth	27.8	35.4	
	Younger Youth	40	32.4	
Skill Attainment Rate	Younger Youth	36.3	80.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Lower Savannah Workforce Development Board	Total Participants Served	Adults	461
		Dislocated Workers	366
		Older Youth	64
		Younger Youth	349
	Total Exiters	Adults	212
		Dislocated Workers	105
		Older Youth	17
		Younger Youth	148

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	78.7	
	Employers	67	74.8	
Entered Employment Rate	Adults	63.9	80.6	
	Dislocated Workers	63.8	76.1	
	Older Youth	53.9	50	
Retention Rate	Adults	86.7	92.3	
	Dislocated Workers	85.6	91.4	
	Older Youth	86.3	80	
	Younger Youth	32	37.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,393	5,731	
	Dislocated Workers	86	129.1	
	Older Youth (\$)	3,711	2,619	
Credential / Diploma Rate	Adults	43.1	32.4	
	Dislocated Workers	51	26.2	
	Older Youth	24.6	53.8	
	Younger Youth	40	100	
Skill Attainment Rate	Younger Youth	34.1	69.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	2	12

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Catawba Workforce Development Board	Total Participants Served	Adults	242
		Dislocated Workers	269
		Older Youth	19
		Younger Youth	203
	Total Exiters	Adults	77
		Dislocated Workers	38
		Older Youth	7
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	81.9	
	Employers	67	77.8	
Entered Employment Rate	Adults	81.1	100	
	Dislocated Workers	74.1	80	
	Older Youth	66.6	0	
Retention Rate	Adults	83.1	87.7	
	Dislocated Workers	89.8	91.7	
	Older Youth	75	0	
	Younger Youth	43.8	20	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,961	3,843	
	Dislocated Workers	93.8	317.3	
	Older Youth (\$)	3,711	0	
Credential / Diploma Rate	Adults	54.7	96.7	
	Dislocated Workers	59.3	84.6	
	Older Youth	30.5	0	
	Younger Youth	40	48.1	
Skill Attainment Rate	Younger Youth	58.5	36.3	
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: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Santee-Lynches Workforce Development Board	Total Participants Served	Adults	292
		Dislocated Workers	301
		Older Youth	93
		Younger Youth	248
	Total Exiters	Adults	74
		Dislocated Workers	94
		Older Youth	22
		Younger Youth	47

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	77.2	
	Employers	67	69.8	
Entered Employment Rate	Adults	64.5	72.7	
	Dislocated Workers	87.5	52.4	
	Older Youth	60	75	
Retention Rate	Adults	94.6	94.7	
	Dislocated Workers	89.3	81.8	
	Older Youth	84.2	88.9	
	Younger Youth	49.9	12.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,738	4,063	
	Dislocated Workers	88.3	126.4	
	Older Youth (\$)	2,319	966	
Credential / Diploma Rate	Adults	43.4	4	
	Dislocated Workers	70	0	
	Older Youth	27.5	9.1	
	Younger Youth	40	56.5	
Skill Attainment Rate	Younger Youth	79.1	81.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		6	1	10

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Waccamaw Workforce Development Board	Total Participants Served	Adults	821
		Dislocated Workers	605
		Older Youth	103
		Younger Youth	378
	Total Exiters	Adults	123
		Dislocated Workers	82
		Older Youth	40
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	84.2	
	Employers	67	76.3	
Entered Employment Rate	Adults	77.3	100	
	Dislocated Workers	76.6	97.2	
	Older Youth	67.5	71.4	
Retention Rate	Adults	84.8	72.4	
	Dislocated Workers	93.8	91.4	
	Older Youth	75.7	0	
	Younger Youth	44.6	26.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,157	621	
	Dislocated Workers	91.6	102.9	
	Older Youth (\$)	1,244	-199	
Credential / Diploma Rate	Adults	52.1	57.1	
	Dislocated Workers	61.3	75	
	Older Youth	30.9	55.6	
	Younger Youth	40	70	
Skill Attainment Rate	Younger Youth	37.2	61.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	2	11

WIA Annual Report Data

State Name: SC

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Lowcountry Workforce Investment Board	Total Participants Served	Adults	110
		Dislocated Workers	75
		Older Youth	21
		Younger Youth	69
	Total Exiters	Adults	50
		Dislocated Workers	30
		Older Youth	1
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	72.9	
	Employers	67	78.3	
Entered Employment Rate	Adults	68.5	100	
	Dislocated Workers	81.5	95.7	
	Older Youth	82.9	80	
Retention Rate	Adults	87	100	
	Dislocated Workers	83.8	100	
	Older Youth	75	75	
	Younger Youth	32	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,807	2,196	
	Dislocated Workers	96.7	92.6	
	Older Youth (\$)	1,984	2,108	
Credential / Diploma Rate	Adults	46.3	100	
	Dislocated Workers	65.3	47.8	
	Older Youth	37.5	0	
	Younger Youth	40	50	
Skill Attainment Rate	Younger Youth	69.6	22.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	2	11