



# STATE OF RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

Donald L. Carcieri,  
Governor  
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Director

*Investing in Rhode Island's Future*



Workforce Investment Act Annual Report  
Program Year 2002

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## *Message from the Director*



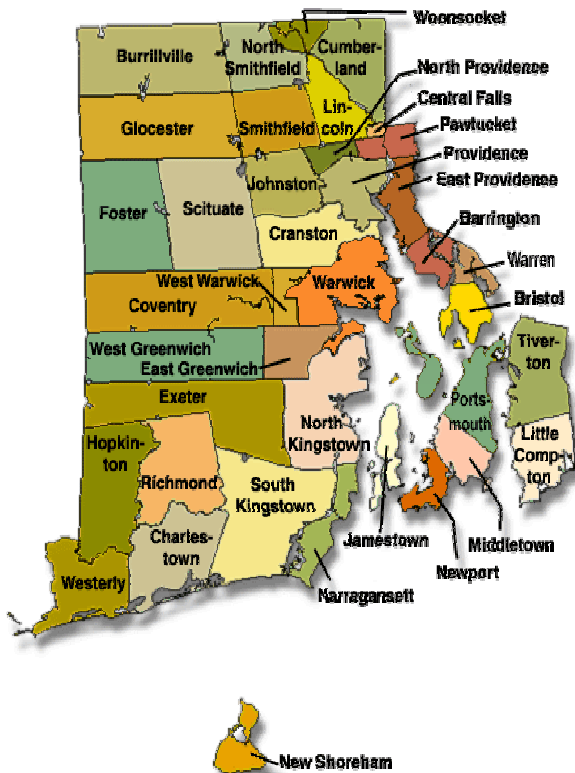
*Marvin D. Perry*  
Director

Rhode Island has just completed its third year of WIA service delivery. Our Human Resource Investment Council, which is also the State Workforce Investment Board, and two Local Workforce Boards continue to work diligently to build a strong comprehensive system to meet the needs of both employers and job seekers.

Our focus remains one of building partnerships between the business community and the state/local workforce systems, education, economic development and community-based organizations. Through this collaboration we will strive to achieve high-level outcomes. The HRIC and LWIBs are committed to helping employers and workers meet the competitive skill demands of today's workplace.

I am pleased to report that for this past year Rhode Island achieved or surpassed the adult and dislocated worker negotiated WIA performance levels as well as the customer satisfaction levels. The following pages highlight some of the state's achievements of which we are most proud. I am pleased to present the Workforce Investment Act Annual Report for Program Year 2002.

# The Workforce Investment Act Year Three



With the completion of year three of the Workforce Investment Act programs in Rhode Island, the Boards continue to prioritize strengthening the delivery system and striving to meet performance outcomes. Despite a steady rise in the RI unemployment rate since July of 2002, the workforce development system has responded to the challenge of preparing workers to meet the changing demands of employers.

Rhode Island has identified two Workforce Investment Areas to deliver service to the State. The Workforce Partnership of Greater Rhode Island administers WIA services to 37 of the 39 cities and towns, with Workforce Solutions of Providence/Cranston responsible for the remaining two cities. Both Boards are led by the Rhode Island Human Resource Investment Council.

Within each of these two primary service delivery areas, *netWORKri* is the One-Stop delivery system with 6 centers. Most recently, the relocation of the Providence site has resulted in a more comprehensive, high-technology career center serving the most diverse population in the state.

Program Year 2002 continued to mark the strengthening of partnerships within the workforce development system. In particular, the strong support of the Business Community in leading and guiding the local WIBs has

had a positive impact on the system. It is through this group's committed participation that there has been an on-going review and evaluation of current practices in an effort to develop "best practices".

# *The Human Resource Investment Council*



As the State Workforce Investment Board, the Human Resource Investment Council continued to foster collaboration among the partners in the workforce development system. During PY2002 the Council began a strategic planning process in its on-going effort to better coordinate the state's workforce development system and to address the state's economic needs.

Through the Job Development Fund, the Council has implemented two major initiatives to help Rhode Island employers produce a higher skilled workforce. Both the Excellence through Training and Employee Investment grant programs award funds to RI businesses to upgrade skills of their existing workforce. On behalf of the Council, both Workforce Investment Boards are responsible for administering the Employee Investment Grant program and have been successful in this initiative. The funds target small businesses (less than 100 employees) with emphasis on manufacturers. The intent is to upgrade the skills of current employees who may be impacted by technological or organizational changes in the workplace.

During PY2002 this statewide effort totaling over \$ 943,849 in grant awards resulted in services to:

- ✓ 149 Companies
- ✓ 1,695 Workers trained
- ✓ 82% of the awards targeted manufacturing, technology and wealth-generating companies

The Council recognized that Rhode Island was facing an economic crisis due to the high percentage of the adult population that lacked adequate literacy skills. As employers move their businesses into high performance work, the problem is compounded by the fact that a low-skilled workforce limits industries capacity to implement new technology. As a result, the HRIC solicited proposals for adult workplace literacy programs that were designed to provide contextual learning, teach high performance skills, improve curriculum, establish partnerships and address labor market skill needs. Fifteen agencies received funding and formed the RI Workforce Literacy Collaborative. The Collaborative meets frequently to insure the needs of both the client and the business community are addressed and the partnership continues to grow.

The HRIC will continue to act as a catalyst, initiating inventive programs, funding innovative solutions and building dynamic networks.

# *The Local Workforce Investment Boards*

Rhode Island's two Workforce Investment Boards are comprised of locally appointed members of the community with a private sector business majority. These Boards have continued to evolve throughout PY02 and strive to become dynamic organizations which guide the workforce development system in the state. The active participation of the members and the dedication of the private sector representatives demonstrate their commitment to establish a workforce development system that is responsive to the needs of both the employer and the job seeker.

With funding from both state and federal sources, each Board is better able to leverage the most appropriate resources to meet the employment and training demands of their respective regions.

During 2002 both Boards developed a marketing strategy to better promote their organization and services. The Workforce Partnership of Greater Rhode Island launched its new website which allows prospective customers to gain a good understanding of both the agency and its operations. Highlights of each Board's year-long accomplishments are outlined on the following pages.



# *The Workforce Partnership of Greater Rhode Island*



## The Mission...

**"The mission of the Workforce Partnership of Greater Rhode Island is to provide strategic leadership to meet the current and future human resource needs of Rhode Island's employers and to ensure a well-trained, self-sufficient and adaptable workforce."**

## **The Vision...**

*"The Workforce Partnership of Greater Rhode Island will collaborate with business, labor, education leaders and community-based organizations to establish a dynamic, outcome driven, visible resource providing measurable and comprehensive market-based employment and training services. These services will include the provision of information, technical assistance and life-long training opportunities to customers.*

*Employers will have access to a well-trained, dependable workforce."*

The Workforce Partnership of Greater Rhode Island (WPGRI) serves as the local Workforce Investment Board to the largest geographic area of Rhode Island that includes 37 of the state's 39 cities and towns. Its Program Year 2002 Workforce Investment Act (WIA) allocation totaled \$3,548,948, which provided programs and services to 1,255 individuals.

The RI Human Resource Investment Council (HRIC) provided the WPGRI with \$637,500 of funding to provide training to incumbent workers. These Employee Investment Grants, targeted for small companies with less than 100 employees, resulted in WPGRI contracts with 114 companies that provided training to 1,243 workers.

Services under the federal Welfare-To-Work legislation continued in Program Year 2002. With a combined total allocation of \$2,382,670 over the course of the program, WPGRI assisted approximately 850 welfare recipients attain the skills needed to obtain employment and financial independence.

Since the inception of the WIA on July 1, 2000, the WPGRI Board of Directors has maintained a strong, business-led majority membership that has willingly committed both

time and expertise to the mission and vision of the organization. Utilizing an active and focused committee structure, the Board has successfully directed its members' commitment and energy to ensuring the success of both its federal and state-funded programs.

The recruitment and retention of quality members and their on-going education is a direct result of the efforts of the Board Development Committee. The Committee ensures that each individual member contributes to the broad workforce development agenda that drives the work of the organization.

The Executive Committee remains the driving force of the WPGRI. Composed of elected officers and all committee chairs, the Committee ensures that the Board remains focused on the mission at hand, yet always anticipating the future. This proactive approach has ensured the organization's readiness and response to changes, which commonly occur.

Much of the WPGRI's success is attributable to the Marketing Committee's implementation of an aggressive campaign to market the array of programs and services to its varied constituency throughout the region. Strategies included press releases of success stories, recruitment ads, and a radio spot

featuring the Governor as spokesperson.

With the launching of its new website, visitors are now able to gather general and specific information about the organization, its RFP processes for both state and federal programs, staff contacts and other customer services and information, all presented in a clear, concise and user-friendly manner.

The cornerstone of the Board's WIA service delivery is [netWORKri](#), the states one-stop career center system. With five centers in the WPGRI region, the One-Stop Quality Assurance Committee's oversight and support of the system consistently strives for excellence in both service delivery and overall customer satisfaction. The Committee recognizes the dedication and work of the frontline staff and managers of the centers through awards and commendations each year at the Board's Annual Meeting.

The Planning and Program Development Committee monitors the performance of the various programs and services provided by the WPGRI. In addition, the Committee researches and recommends new program strategies and partnerships that enhance and strengthen the mission and work of the organization.

While the WPGRI has attained a level of greater understanding and

confidence with the mandates under the Workforce Investment Act, the Youth Council continues to face some challenges in recruiting active members. However, utilizing a core group of members, who share their expertise and time willingly, the Council has invested much effort in the RFP process and the performance review of youth contractors. This has resulted in building a momentum for positive change that has been commendable. The Council's primary directive to staff has been one of educating and training the service deliverers in the program design elements necessary to achieve the required performance objectives. They continue to review and evaluate services at all levels to ensure this goal. Programs that exemplify improved performance include: "Youth Builders" at SER-Jobs for Progress, RI National Guard's "About Face" and Family Resources' in-school program.

As the WPGRI continues to build on its established foundation of success, the overall vision of the Board and organization has become increasingly diverse, both in direction and resource utilization. The need and ability to quickly respond to existing and emerging industries, economic conditions, literacy issues, labor shortages, population shifts and overall workforce trends continues to present challenges to the WPGRI. However, these also offer unique

opportunities for diversification, growth and improvement.

# *Workforce Solutions of Providence and Cranston*



Workforce Solutions of Providence/Cranston, working in close partnership with government, business, labor, education and community-based organizations, oversees workforce development services for the economically disadvantaged, incumbent workers and the emerging workers of the cities of Providence and Cranston. From its career one-stop center, [netWORKri](#), Workforce Solutions of Providence/Cranston is a the source for labor market information, hiring incentives and training resources designed to help employers address their workforce needs and to connect dislocated and unemployed individuals to the work force.

To accomplish these goals, Workforce Solutions of Providence/Cranston received nearly \$3 million of federal and \$526,000 of state funds. Three hundred and seventy-seven (377) adults and dislocated workers and an additional 150 in-school and out-of-school youth received services with Workforce Investment Act funds.

Under the leadership of the Workforce Investment Board, Workforce Solutions of Providence/Cranston initiated a marketing effort in 2002. A new name and logo was developed and approved by the Workforce Investment Board. In addition, printed materials designed to highlight services were introduced. This aspect of the campaign was to raise the

awareness of the employer community to the services of the board. Another emphasis was to educate state and local elected officials on the work of the Workforce Investment Board and its role in economic development.

Workforce Solutions of Providence/Cranston successfully closed out two Welfare to Work Programs. This program placed 1000 public assistance recipients into unsubsidized employment resulting in returning \$4.8million to the economy.

Attempting to address the academic deficiencies of our youth, Workforce Solutions of Providence/Cranston initiated a pre-GED program for out of school youth. In partnership with the RI Department of Education, these classes were designed to provide youth with remedial academics which enabled them to transition to our youth programs and ultimately to employment or post-secondary education.

# *Rhode Island's One-Stop System*

## *Highlights*



The Centers continued their efforts to promote their services to employers and participants. Both groups, as evidenced by the customer service follow-up survey, viewed the **netWORKri** centers as effective and would use the services again. Among adults surveyed, employment figures increased from 44% before receiving services to 77% after receipt. Eighty-two percent of adults and ninety-seven percent of dislocated workers reported that the services they received helped them to achieve most or all of their goals. Of those receiving services, help developing a resume and help finding a job drove customer satisfaction. In most instances participants also indicated that they have been able to earn more money since receiving services.

Employer responses were equally positive. On a scale of 1-10, employers' average rating for courteousness and professionalism of staff was 8.59, knowledge of staff about services ranked 8.21 and the genuine desire of staff to help scored 8.57. This positive feedback has been instrumental in promoting the centers as the first choice for employers and jobs seekers.

During this program year project staff continued to work on the

implementation of the America's One Stop Operating System (AOSOS). A comprehensive state-wide training effort is on-going to insure that all line-staff, partners, managers and administrators have a working knowledge of the system when the state enters the production stage. It is anticipated that AOSOS will be fully operational during the next program year.

The *netWORKri* Centers and the Employer Service Representatives conducted two major recruitment efforts. The first was with the Rhode Island State Police to outreach and develop a diverse applicant pool for their training academy. As a result, the numbers of minority applicants with diverse educational and career backgrounds increased significantly. The second major employee hiring effort was with Amgen, the world's largest biotechnology company. Through this joint partnership over 3,000 applicants attended the hiring fair.

**Rhode Island's  
Comprehensive Centers**



*Pawtucket netWORKri Center*

### **The Pawtucket Center**

- In its third year as Greater Rhode Island's comprehensive center, Pawtucket staff continued to conduct regular on-going job recruitments for such employers as the RI State Police, Pinkerton, Barton Security, Occupations Unlimited, MetLife, Fleet, UPS, Colony Personnel, RI Air National Guard and Citizens Bank. On-going was the effort to explore new and creative methods to market the center to a very diverse customer base including jobseekers, employers and information seekers.
- **“Connecting to the Community”** was a major theme throughout the year. The Pawtucket Office was central to a variety of activities in an effort to partner with the grass roots

community organizations that residents turn to in times of need.

- In October 2002, the Center and staff participated in the City of Pawtucket Saturday Block Party with 11 other local organizations. The multi-cultural event attracted well over 300 Central Falls and Pawtucket residents.
- The concept of “**Community Service Workshops**” was introduced during this program year during evening hours. Forty-five residents attended an evening of presentations by representatives from RIte Care, Progreso Latino, lead safety, heating assistance, emergency services, employment & training, ESL, GED and housing. Presentations were conducted in English and Spanish. The success of this event led to partnerships with the Blackstone Valley Community Action Program (BVCAP) and Progreso Latino. netWORKri staff offered “Work Search Workshop Series” for BVCAP customers. During evening hours and Saturdays, Progreso Latino sponsored “Basic Workers Rights” seminars. The target population was the economically challenged worker and the non-English speaking community. Workshops

included cultural diversity, conflict resolution, worker’s rights and seeking work through [netWORKri](#).

- The Pawtucket Center continued their exclusive hiring arrangement with the City of Pawtucket’s Fire and Police Dept. In May 2003, the city’s Mayor, in a letter to Center Manager, offered his thanks on behalf of the City for the “outstanding service” provided by [netWORKri](#) and staff. He noted the “staff was professional, enthusiastic and a pleasure to work with.”
- Local organizations, introduced to [netWORKri](#) through the Employer Service Network, continued to utilize the Center in increasing numbers for tours and meetings including, The Cove Center, Work Opportunities Unlimited, The Whitmarsh House and many others.
- During this program year “**Covering Kids & Families Rhode Island**” joined the Pawtucket Center as an investing partner. the organization’s Coordinator, stated, “[netWORKri](#) is where we need to be to reach people who may be eligible for RIte Care in the Pawtucket Central Falls area. This program may be the bridge to maintain health care for many [netWORKri](#) customers



who have lost their jobs.” This is an exciting addition to *netWORKri* and is evidence that local organizations and non-traditional partners see the value of connecting to the community through *netWORKri*.

- **“Let’s Get to Work”** was an article featured in the Pawtucket Times about the Spring Job Fair for graduating seniors at Tolman High School. Local employers and training vendors discussed career and training opportunities with upcoming graduates. These types of activities are often the students’ first contact with *netWORKri*, and an opportunity for the system to connect with students and their families. Regular activities, tours and workshops are conducted with students from various high school schools including Tolman, Shea, Spirwink, Mt. Pleasant, and the Northern RI Collaborative. The intent is introducing these young people to the “real world of work” outside of the classroom while reinforcing the material students are learning in the classroom.
- Well over 1,000 customers participated in Job Fairs targeted to a variety of industries including retail, financial, manufacturing and administrative.
- PAL/*netWORKri* mini-series of workshops remained popular

during this program year. This series invites customers with disabilities into the Centers to assist them with seeking and keeping a job. The Disability Resource Specialist who was hired under the Work Incentives Grant coordinated these activities. Topics during the series included: the pros and cons of working, choosing a job, finding and keeping a job, keeping benefits.

**West Warwick, Wakefield,  
Warren, Woonsocket  
Greater Rhode Island's  
*netWORKri* Centers**

- Greater Rhode Island’s remaining centers hosted numerous employer recruitments throughout the year. In the West Warwick location tours and demonstration of facility resources were conducted for

the following agencies:  
Cranston Arc, West Warwick High School, RI Community Food Bank Culinary Training Program, RI College Educators, Developing Workplace Learning and West Bay Community Senior Action Program. Job Fairs were held on a quarterly basis and attracted hundreds of job applicants. The Woonsocket Center hosted several successful Job Fairs during this program year with one specifically targeting the trades, which included 17 employers. Another fair targeted summer youth.

- The Department of Labor & Training added a Disability Resource Specialist, hired under the Work Incentives Grant, to provide services to customers with disabilities and to help them maneuver a very complex system in their efforts to gain employment.
- Adult education was welcomed as a contributing partner in September 2002 offering classes on a regular basis.
- In April 2003 the Wakefield Center hosted a Parks & Recreation Summer Employment Job Fair in preparation for the busy summer months in the South County area.

- The Wakefield Center offers a variety of workshops and activities for the Professional Job Seeker in an effort to meet the needs of their customer base. Workshops include; Self-Employment Options, QuickBooks Overview Seminars and Financial Planning. Regular workshops include: Computer Basics, Word Processing, Interviewing Skills, Career Planning, Resume Writing, Surfing the Net.
- Partner staff meetings were held on a regular basis featuring guest speakers on a variety of topics including; ADA, Governor's Commission on Disabilities, ORS & Disability Resource Specialists, RI Disability Law Center. The Wakefield Center invites local community organizations to partner meetings to make the important connection to the community.
- The Warren location was host to 3 regional education collaboratives representing 20 school districts. Teachers, guidance counselors and administrators participated in this 3-day session intended to familiarize participants with the [netWORKri](#) system and its resources to assist students in their career search and training.



*Providence netWORKri Center*

### **The Providence Center**

The Providence Cranston Workforce Investment Area recently participated in the dedication ceremonies for the relocation of its Comprehensive One-Stop Center. As indicated by Rhode Island's Governor at the grand opening, "the building is beautiful, but more important, it is the feeling when you come through the door: a professional atmosphere where the spirit of the employees really shines through. The enthusiasm and dedication to the customers is heartwarming..."

The facility is truly comprehensive in that in addition to Wagner Peyser, WIA core/intensive and partner services, the facility also offers occupational skills training in specified areas. Its state-of-the art resource facility is equipped with numerous computer terminals that are in constant use by the Center's customers.

The Providence/Cranston WIB is most proud of its collaboration with the Jobs for Ocean State Grads Program which has resulted in a Youth Center at the One-Stop Office. This dedicated area

within the center is relaxed and inviting allowing youth to access a variety of services including resume writing, computer literacy, labor market and career information, college prep information, job readiness skills, leadership development, tutoring, mentoring, job referral and other support services. Key to its success is the inclusion of youth peers to assist in staffing the center.

The Department of Education offers pre-GED classes in a room next door to the Youth Center. The convenience of being able to refer participants for this service is expected to increase enrollment levels for youth with extremely low math and reading levels.

## *System Review and Evaluation*

As required by legislation, the State/Local staff and Boards continue to evaluate programs for accountability and performance always with the intent of improving services.

State staff conducted on-site reviews of WIBs and service providers to insure administrative, fiscal and programmatic compliance.

In general, WIBs conform to legislative and policy mandates with a few exceptions. Youth Council composition and meeting attendance continues to pose problems. Both Boards are working diligently to identify members who are willing to commit the time and energy to mission of this group. The size of Rhode Island contributes to this dilemma in that the pool of eligible and appropriate members is limited and those who meet these criteria are called upon to sit on numerous Boards and Commissions. The State will continue to work with the WIBs in reaching resolution.

Programmatically, the WIBs focused on achieving the performance standards. Both Boards, held firm to their RFP entrance criteria requiring grantees to achieve measures in the previous program year in order to be considered for funding. As a result, one or more vendors in each WIB were eliminated from the bid process for not meeting these criteria.

Local WIBs identified a team of Board members to conduct on-site evaluations of the *netWORKri* One-Stop Centers. These site visits resulted in compliance reviews and periodic meetings with One-Stop administrative staff for the purpose of sharing their findings and discussing “best practices”. Written reports were prepared by Board staff and submitted to the One-Stop operator. For the most part, these evaluations are positive and Rhode Island’s One-Stop system continues to be a model for state government. The size of the state, once again, contributes to the willingness of partner participation and coordination in service delivery.

Analyzing customer service feedback is a key component of Rhode Island’s contract with RKM Research and Communications, Inc. The New Hampshire firm conducts customer service follow-up for both WIA employers and participants. In addition to preparing the quarterly data, RKM submits an annual report to include: 1) a methodological preface outlining interviewing procedures and achieved response rate; 2) an analysis of the customer satisfaction questions and ACSI scores; and 3) color graphics summarizing major findings. This information is shared with appropriate administrative and line staff and used to improve the WIA service delivery and *netWORKri* systems. As previously mentioned, customers continue to give the centers

strong marks—82% of adults and 97% of dislocated workers reported that the services they received helped them to achieve most or all of their goals. On a scale of 1-10, employers’ average rating for courteousness and professionalism of staff was 8.59, knowledge of staff about services ranked 8.21 and the genuine desire of staff to help scored 8.57. The RKM evaluation continues to be an important tool in insuring center services meet the needs of customers.

As part of the on-going performance review, State staff continues to work with the WIBs to design programs and develop evaluation procedures to insure the achievement of negotiated levels.

State staff has met the executive directors and Board Chairs as part of its on-going review and evaluation of the standards. Corrective action plans were discussed and put in place in an effort to insure compliance.

## *Cost Benefit Analysis*

With the completion of the third year of Workforce Investment activities in Rhode Island, the state is now in a better position to analyze and compare data from previous years and use this data to determine best practices.

Rhode Island's two Local Workforce Investment Boards receive 85% of the State allotment for adult, youth and dislocated worker programs. In PY2002 a total of 742 adults and 691 dislocated workers received services. Of those approximately 60%, or 857 individuals, participated in skills training either through the ITA process or on-the-job training. This level is an increase of 18% from PY2001. In reviewing wage gain data for those who exited training, adults realized a 53% wage gain as compared with those who received core and intensive services only. Dislocated Workers wage gain was 35% higher for those exiting from training as compared with those who received core and intensive only.

Youth participation levels for this same time period were 92 older youth and 593 younger youth. The Younger Youth Diploma Rate increased nearly 20 percentage points over last year's level. Both WIBs worked closely with service providers to insure this standard was achieved. Through partnerships with community organizations and leveraging resources beyond WIA funds,

providers insured the availability of the ten required program elements.

For PY02 the average cost per participant by funding stream is as follows:

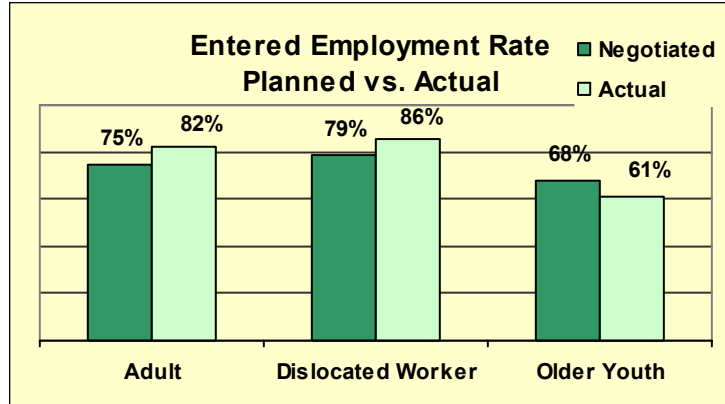
Adults:	\$3,307
Dislocated Worker	\$2,542
Youth	\$4,536

## *WIA Financial Statement for PY2002*

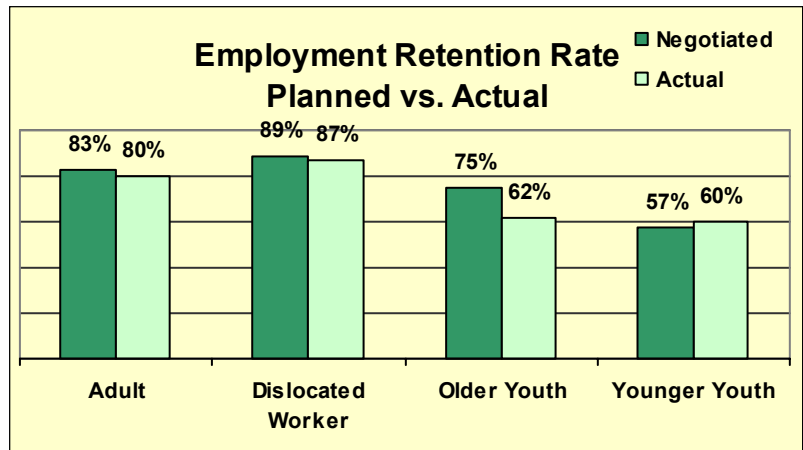
<b>Total Funds All Sources</b>	<b>Available</b>	<b>Expended</b>	<b>%Expended</b>	<b>Balance Remaining</b>
Total Funds All Sources	\$12,066,651	\$10,430,428	86%	\$1,636,223
Adult Program Funds PY02/FY03	\$ 1,618,719	\$ 1,321,208	82%	\$ 297,511
<i>Carry-in Monies</i>	\$ 1,132,711	\$ 1,132,711	100%	0
Dislocated Worker Program Funds PY02/FY03	\$ 1,630,371	\$1,512,424	93%	\$ 117,947
<i>Carry-in Monies</i>	\$ 243,827	\$ 243,827	100%	0
Youth Program Funds PY02	\$2,624,448	\$ 1,786,764	68%	\$ 837,684
<i>Carry-in Monies</i>	\$ 1,320,568	\$ 1,320,568	100%	0
Local Administration Funds PY02/FY03	\$ 652,616	\$ 299,766	46%	\$ 352,850
<i>Carry-in Monies</i>	\$ 453,371	\$ 453,371	100%	0
Rapid Response Funds PY02/FY03	\$ 669,253	\$ 669,253	100%	0
<i>Carry-in Monies</i>	\$ 148,439	\$ 148,439	100%	0
Statewide Activity Funds PY02/FY03	\$ 1,269,778	\$ 1,239,547	98%	\$ 30,231
<i>Carry-in Monies</i>	\$ 302,550	\$ 302,550	100%	0
<b>Cost-Effectiveness</b>		<b>Participant Cost Effectiveness</b>		
Total		\$3,455		
Adult Programs		\$3,307		
Dislocated Worker Programs		\$2,542		
Youth Programs		\$4,536		



# Performance At-a-Glance

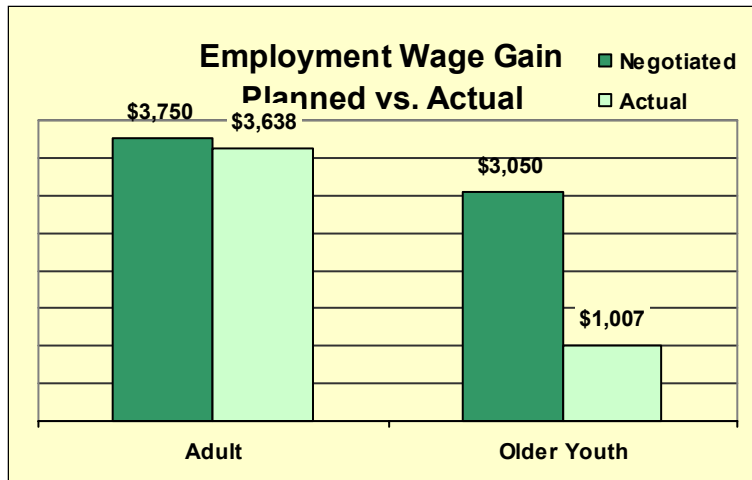


The Entered Employment Rate is the number of individuals by category (adult, dislocated worker, older youth) who entered employment by the first quarter after exit divided by the number of individuals within that category who exited.

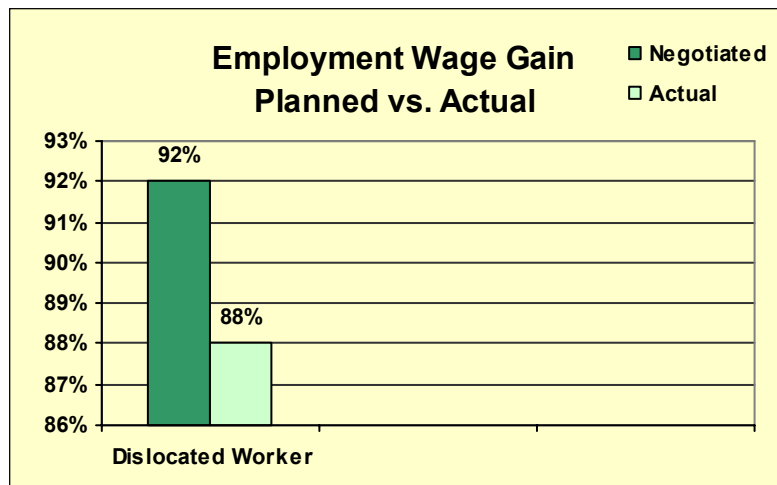


The Employment Retention Rate for adults, dislocated workers and older youth is the number of individuals who were employed in the first quarter after exit and remained employed by the third quarter after exit divided by the number of individuals who exited. For younger youth, retention includes those employed, enrolled in post secondary education, advanced training, military service and qualified apprenticeships.

# Performance At-a-Glance

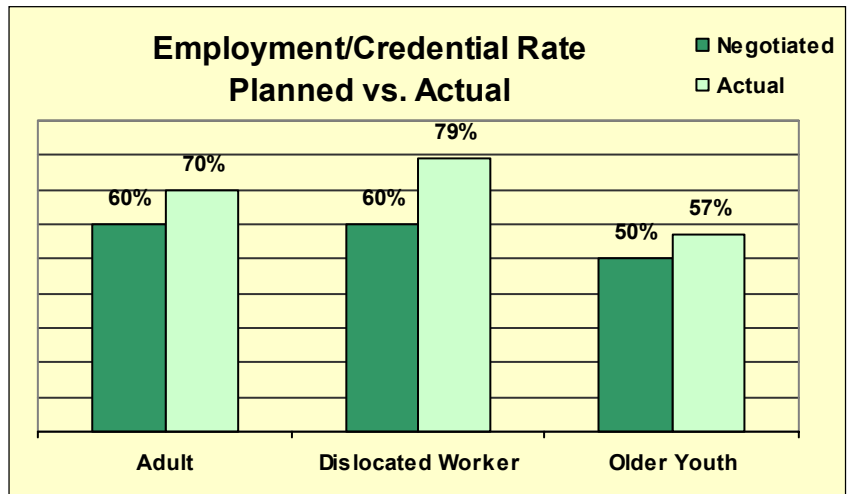


The Earnings Change for adults and older youth is intended to show an increase in wages when comparing the earnings in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters prior to registration with the earnings the 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit.

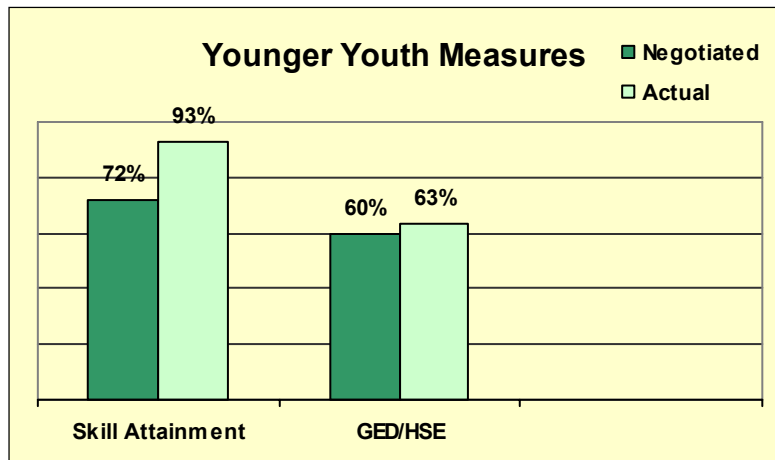


The Earnings Change for dislocated workers reflects a percent increase in wages when comparing the earnings in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters prior to registration with the earnings the 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit.

# Performance At-a-Glance

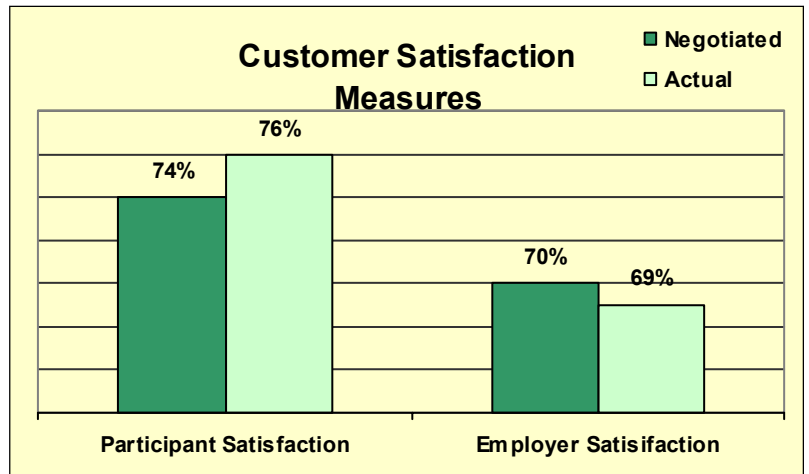


The Employment/Credential Rate for adults and dislocated workers enrolled in training is a measure of the numbers of individuals who were employed and also received a training credential. The criteria vary somewhat for older youth in that a credential does not have to be coupled with employment. It can be combined with employment, post-secondary education or entry into advanced training.



In addition to the Younger Youth employment retention rate identified above, performance is also calculated on Skill Attainment and High School Diploma/Equivalency. Skill attainment is an evaluation of basic skills, work readiness and occupational skill goals attained compared with the total goals met/not met.

# Performance At-a-Glance



Utilizing the American Customer Satisfaction Index (ACSI), both participants and employers are surveyed regarding their satisfaction with services received. Responses are calculated and compared against negotiated levels.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level ACSI	Number of Customers Surveyed	Number of Customers Eligible for Survey	Number of Customers included in Sampling	Response Rate
Participants	74%	79.9	788	1215	986	79.9
Employers	70%	68.82	505	869	677	74.6

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	81.5%	238
			292
Employment Retention Rate	83%	80.2%	202
			252
Earnings Change in Six Months	\$3,750	\$3,638	\$916,802
			252
Employment & Credential Rate	60%	70.1%	124
			177

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	70%	14	81%	13	77%	10	84%	16
		20		16				19
Employment Retention Rate	65%	11	86%	12	60%	6	71%	12
		17		14				17
Earnings Change in 6 Months	\$3,359	\$57,106	\$5,277	\$73,874	\$6,243	\$62,428	\$2,845	\$48,371
		17		14				10
Employment & Credential Rate	50%	7	71%	5	83%	5	83%	5
		14		7				6

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals who Received Only Core and Intensive Services	
	Entered Employment Rate	84%	133 158	78%
Employment Retention Rate	78%	113 145	83%	89 107
Earnings Change in 6 Months	\$3,980	\$577,140 145	\$3,174	\$339,662 107

Table E – Dislocated Worker Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	79%
Employment Retention Rate	89%	87.3%	365 418
Earnings Replacement in 6 Months	92%	87.6%	\$4,950,238 \$5,648,735
Employment and Credential Rate	60%	78.8%	205 260

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	80%	36	12	78%	74	100%	3	
		45	15					
Employment Retention Rate	81%	29	8	80%	59	100%	3	
		36	12					
Earnings Change in 6 Months	84%	\$490,932	\$116,466	71%	\$665,861	84%	\$16,152	
		\$585,089	\$170,427				\$19,130	
Employment & Credential Rate	80%	20	7	68%	28	100%	1	
		25	8				41	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	85.4%	222	86.3%	196
		256		227
		199		166
Employment Retention Rate	90%	222	85%	196
Earnings Change in 6 Months	80%	\$2,807,647	100%	\$2,142,591
		\$3,496,208		\$2,152,527

Table H – Older Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	68%	61%
		50
Employment Retention Rate	75%	26
		42
Earnings Replacement in 6 Months	\$3,050	\$1,007
		\$42,273
Credential Rate	50%	48
		85

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out of School Youth	
Entered Employment Rate	48%	24	0	0	60%	3	60%	48
		50		1				5
Employment Retention Rate	54.5%	12	0	0	67%	2	65%	26
		22		1				3
Earnings Change in 6 Months	\$870	\$19144	0	0	\$415	\$1,244	\$1,149	\$45,948
		22		1				3
Credential Rate	48.1%	26	0	0	60%	3	48.2%	40
		54		1				5

Table J – Younger Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	72%	93%
		944
		1015
Diploma/Equivalent Attainment Rate	60%	63.2%
		60
		95
Retention Rate	57%	59.5%
		91
		153

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out of School Youth
Skill Attainment Rate	82%	69%	79%
		74	242
		107	308
Diploma/Equivalent Attainment Rate	63%	75%	55%
		6	37
		8	67
Retention Rate	63%	17%	60%
		2	74
		12	124

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (adult/older youth)		Placements for Participants in Non-traditional Employment		Wage at entry into employment for those who entered employment		Entry into unsubsidized employment related to the training received of those who completed training	
Adults	79.3	107	610458	4522	5	4463	1142609	72.2	109	
		135	135		238		238		151	
Dislocated Workers	83	219	2534621	90.9	11	5687	2377329	78.9	179	
		264	2789466		418		418		227	
Older Youth	75	18	31694	1378	0	1716	78923			
		24	23		46		46			

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	742	488
Dislocated Workers	691	456
Older Youth	92	65
Younger Youth	593	467

Total N – Cost of Program Activities

Program Activity		Federal Spending Total
Local Adults		\$ 2,453,919
Local Dislocated Workers		\$ 1,756,251
Local Youth		\$ 3,107,332
Rapid Response		\$ 817,692
Statewide Required Activities		\$ 1,542,097
Statewide Allowable Activities	Program Activity Description	\$
	AFL-CIO	\$ 136,000 (non-add)
	Forward March	\$ 602,361 (non-add)
		\$
		\$
		\$
		\$
Total of All Federal Spending Listed Above		\$ 9,677,291

Table O – Local Performance

Local Area Name		Adults	383
Greater Rhode Island	Total Participants Served	Dislocated Workers	469
		Older Youth	51
		Younger Youth	352
ETA Assigned #		Adults	214
<u>44015</u>	Total Exiters	Dislocated Workers	225
		Older Youth	24
		Younger Youth	94
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74	77.83
	Employers	70	68.69
Entered Employment Rate	Adults	75	78.7
	Dislocated Workers	79	85.1
	Older Youth	68	56.9
Retention Rate	Adults	83	90
	Dislocated Workers	89	89.4
	Older Youth	75	55.2
	Younger Youth	57	61.2
Earnings Change/Earnings Replacement in 6 Months	Adults	\$3750	\$4275
	Dislocated Workers	92	82.2
	Older Youth	\$3050	664
Credential/Diploma Rate	Adults	60	71
	Dislocated Workers	60	75.5
	Older Youth	50	44.8
	Younger Youth	60	66
Skill Attainment Rate	Younger Youth	72	90.4
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels	Not Met	Met	Exceeded
	2	15	15

Table O – Local Performance

Local Area Name		Adults	231
Providence/Cranston	Total Participants Served	Dislocated Workers	146
		Older Youth	41
		Younger Youth	241
ETA Assigned #		Adults	150
<u>44005</u>	Total Exits	Dislocated Workers	102
		Older Youth	29
		Younger Youth	190
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74	76.7
	Employers	70	69.2
Entered Employment Rate	Adults	75	88.6
	Dislocated Workers	79	89.2
	Older Youth	68	70.8
Retention Rate	Adults	83	73.4
	Dislocated Workers	89	83.2
	Older Youth	75	76.9
	Younger Youth	57	57.4
Earnings Change/Earnings Replacement in 6 Months	Adults	\$3750	\$3,249
	Dislocated Workers	92	100.8
	Older Youth	\$3050	\$1,770
Credential/Diploma Rate	Adults	60	82.6
	Dislocated Workers	60	91.1
	Older Youth	50	81.5
	Younger Youth	60	59.5
Skill Attainment Rate	Younger Youth	72	97.4
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels	Not Met	Met	Exceeded
	1	16	16

# *System Review and Evaluation*

As required by legislation, the State/Local staff and Boards continue to evaluate programs for accountability and performance always with the intent of improving services.

State staff conducted on-site reviews of WIBs and service providers to insure administrative, fiscal and programmatic compliance.

In general, WIBs conform to legislative and policy mandates with a few exceptions. Youth Council composition and meeting attendance continues to pose problems. Both Boards are working diligently to identify members who are willing to commit the time and energy to mission of this group. The size of Rhode Island contributes to this dilemma in that the pool of eligible and appropriate members is limited and those who meet these criteria are called upon to sit on numerous Boards and Commissions. The State will continue to work with the WIBs in reaching resolution.

Programmatically, the WIBs focused on achieving the performance standards. Both Boards, held firm to their RFP entrance criteria requiring grantees to achieve measures in the previous program year in order to be considered for funding. As a result, one or more vendors in each WIB were eliminated from the bid process for not meeting these criteria.



Local WIBs identified a team of Board members to conduct on-site evaluations of the *netWORKri* One-Stop Centers. These site visits resulted in compliance reviews and periodic meetings with One-Stop administrative staff for the purpose of sharing their findings and discussing “best practices”. Written reports were prepared by Board staff and submitted to the One-Stop operator. For the most part, these evaluations are positive and Rhode Island’s One-Stop system continues to be a model for state government. The size of the state, once again, contributes to the willingness of partner participation and coordination in service delivery.

Analyzing customer service feedback is a key component of Rhode Island’s contract with RKM Research and Communications, Inc. The New Hampshire firm conducts customer service follow-up for both WIA employers and participants. In addition to preparing the quarterly data, RKM submits an annual report to include: 1) a methodological preface outlining interviewing procedures and achieved response rate; 2) an analysis of the customer satisfaction questions and ACSI scores; and 3) color graphics summarizing major findings. This information is shared with appropriate administrative and line staff and used to improve the WIA service delivery and *netWORKri* systems. As previously mentioned, customers continue to give the centers

strong marks—82% of adults and 97% of dislocated workers reported that the services they received helped them to achieve most or all of their goals. On a scale of 1-10, employers’ average rating for courteousness and professionalism of staff was 8.59, knowledge of staff about services ranked 8.21 and the genuine desire of staff to help scored 8.57. The RKM evaluation continues to be an important tool in insuring center services meet the needs of customers.

As part of the on-going performance review, State staff continues to work with the WIBs to design programs and develop evaluation procedures to insure the achievement of negotiated levels.

State staff has met the executive directors and Board Chairs as part of its on-going review and evaluation of the standards. Corrective action plans were discussed and put in place in an effort to insure compliance.

## *Cost Benefit Analysis*

With the completion of the third year of Workforce Investment activities in Rhode Island, the state is now in a better position to analyze and compare data from previous years and use this data to determine best practices.

Rhode Island's two Local Workforce Investment Boards receive 85% of the State allotment for adult, youth and dislocated worker programs. In PY2002 a total of 742 adults and 691 dislocated workers received services. Of those approximately 60%, or 857 individuals, participated in skills training either through the ITA process or on-the-job training. This level is an increase of 18% from PY2001. In reviewing wage gain data for those who exited training, adults realized a 53% wage gain as compared with those who received core and intensive services only. Dislocated Workers wage gain was 35% higher for those exiting from training as compared with those who received core and intensive only.

Youth participation levels for this same time period were 92 older youth and 593 younger youth. The Younger Youth Diploma Rate increased nearly 20 percentage points over last year's level. Both WIBs worked closely with service providers to insure this standard was achieved. Through partnerships with community organizations and leveraging resources beyond WIA funds,

providers insured the availability of the ten required program elements.

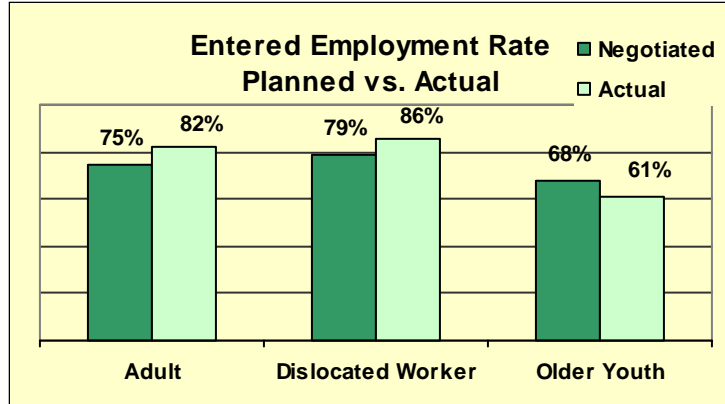
For PY02 the average cost per participant by funding stream is as follows:

Adults:	\$3,307
Dislocated Worker	\$2,542
Youth	\$4,536

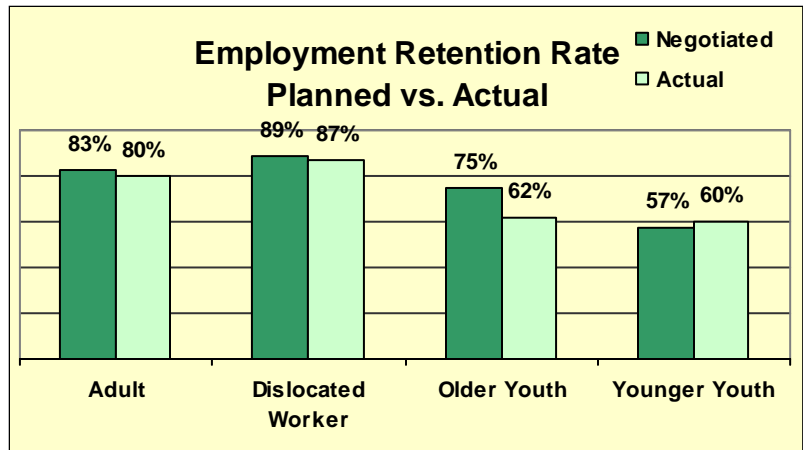
## *WIA Financial Statement for PY2002*

<b>Total Funds All Sources</b>	<b>Available</b>	<b>Expended</b>	<b>%Expended</b>	<b>Balance Remaining</b>
Total Funds All Sources	\$12,066,651	\$10,430,428	86%	\$1,636,223
Adult Program Funds PY02/FY03	\$ 1,618,719	\$ 1,321,208	82%	\$ 297,511
<i>Carry-in Monies</i>	\$ 1,132,711	\$ 1,132,711	100%	0
Dislocated Worker Program Funds PY02/FY03	\$ 1,630,371	\$1,512,424	93%	\$ 117,947
<i>Carry-in Monies</i>	\$ 243,827	\$ 243,827	100%	0
Youth Program Funds PY02	\$2,624,448	\$ 1,786,764	68%	\$ 837,684
<i>Carry-in Monies</i>	\$ 1,320,568	\$ 1,320,568	100%	0
Local Administration Funds PY02/FY03	\$ 652,616	\$ 299,766	46%	\$ 352,850
<i>Carry-in Monies</i>	\$ 453,371	\$ 453,371	100%	0
Rapid Response Funds PY02/FY03	\$ 669,253	\$ 669,253	100%	0
<i>Carry-in Monies</i>	\$ 148,439	\$ 148,439	100%	0
Statewide Activity Funds PY02/FY03	\$ 1,269,778	\$ 1,239,547	98%	\$ 30,231
<i>Carry-in Monies</i>	\$ 302,550	\$ 302,550	100%	0
<b>Cost-Effectiveness</b>		<b>Participant Cost Effectiveness</b>		
Total		\$3,455		
Adult Programs		\$3,307		
Dislocated Worker Programs		\$2,542		
Youth Programs		\$4,536		

# Performance At-a-Glance

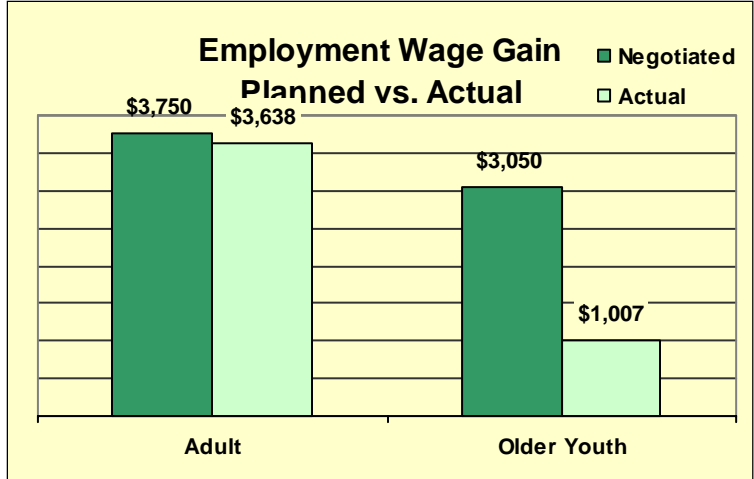


The Entered Employment Rate is the number of individuals by category (adult, dislocated worker, older youth) who entered employment by the first quarter after exit divided by the number of individuals within that category who exited.

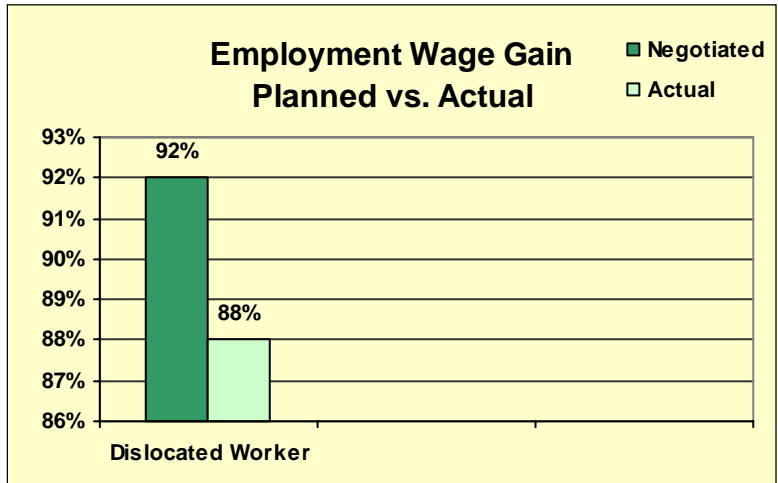


The Employment Retention Rate for adults, dislocated workers and older youth is the number of individuals who were employed in the first quarter after exit and remained employed by the third quarter after exit divided by the number of individuals who exited. For younger youth, retention includes those employed, enrolled in post secondary education, advanced training, military service and qualified apprenticeships.

# Performance At-a-Glance

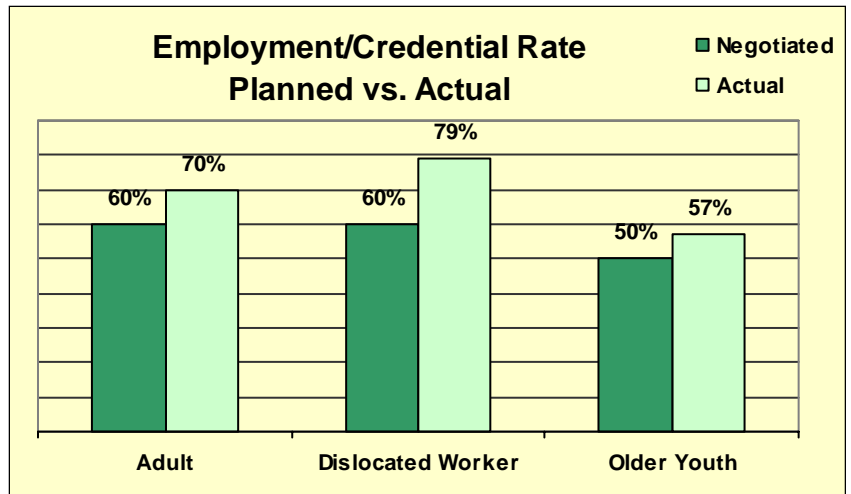


The Earnings Change for adults and older youth is intended to show an increase in wages when comparing the earnings in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters prior to registration with the earnings the 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit.

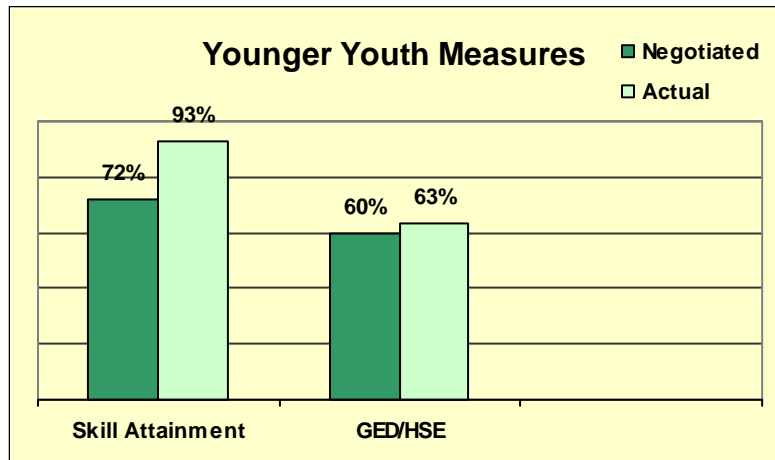


The Earnings Change for dislocated workers reflects a percent increase in wages when comparing the earnings in the 2<sup>nd</sup> and 3<sup>rd</sup> quarters prior to registration with the earnings the 2<sup>nd</sup> and 3<sup>rd</sup> quarters after exit.

# Performance At-a-Glance

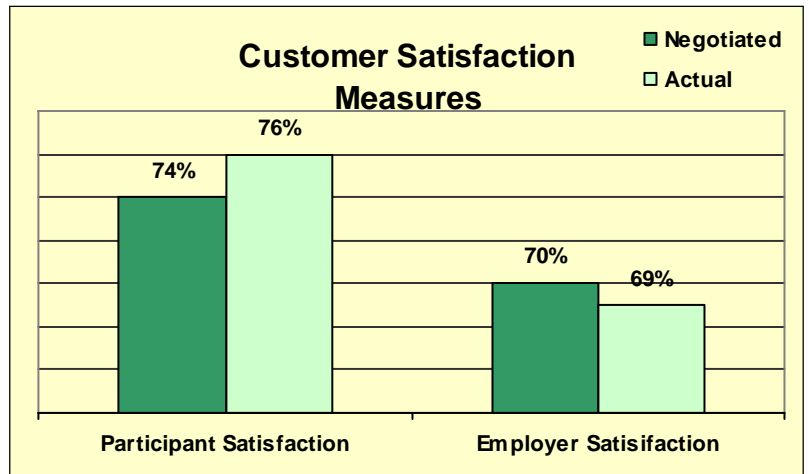


The Employment/Credential Rate for adults and dislocated workers enrolled in training is a measure of the numbers of individuals who were employed and also received a training credential. The criteria vary somewhat for older youth in that a credential does not have to be coupled with employment. It can be combined with employment, post-secondary education or entry into advanced training.



In addition to the Younger Youth employment retention rate identified above, performance is also calculated on Skill Attainment and High School Diploma/Equivalency. Skill attainment is an evaluation of basic skills, work readiness and occupational skill goals attained compared with the total goals met/not met.

# Performance At-a-Glance



Utilizing the American Customer Satisfaction Index (ACSI), both participants and employers are surveyed regarding their satisfaction with services received. Responses are calculated and compared against negotiated levels.



Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level ACSI	Number of Customers Surveyed	Number of Customers Eligible for Survey	Number of Customers included in Sampling	Response Rate
Participants	74%	79.9	788	1215	986	79.9
Employers	70%	68.82	505	869	677	74.6

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	81.5%	238
			292
Employment Retention Rate	83%	80.2%	202
			252
Earnings Change in Six Months	\$3,750	\$3,638	\$916,802
			252
Employment & Credential Rate	60%	70.1%	124
			177

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	70%	14 20	81%	13 16	77%	10 13	84%
Employment Retention Rate	65%	11 17	86%	12 14	60%	6 10	71%	12 17
Earnings Change in 6 Months	\$3,359	\$57,106 17	\$5,277	\$73,874 14	\$6,243	\$62,428 10	\$2,845	\$48,371 17
Employment & Credential Rate	50%	7 14	71%	5 7	83%	5 6	83%	5 6

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals who Received Only Core and Intensive Services	
	Entered Employment Rate	84%	133	78%
	158		134	
Employment Retention Rate	78%	113	83%	89
		145		107
Earnings Change in 6 Months	\$3,980	\$577,140	\$3,174	\$339,662
		145		107

Table E – Dislocated Worker Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	79%
			487
Employment Retention Rate	89%	87.3%	365
			418
Earnings Replacement in 6 Months	92%	87.6%	\$4,950,238
			\$5,648,735
Employment and Credential Rate	60%	78.8%	205
			260

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities	Older Individuals		Displaced Homemakers		
Entered Employment Rate	80%	36	80%	12	78%	74	100%	3
		45		15		95		3
Employment Retention Rate	81%	29	67%	8	80%	59	100%	3
		36		12		74		3
Earnings Change in 6 Months	84%	\$490,932	68%	\$116,466	71%	\$665,861	84%	\$16,152
		\$585,089		\$170,427		\$935,785		\$19,130
Employment & Credential Rate	80%	20	88%	7	68%	28	100%	1
		25		8		41		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	85.4%	222	86.3%
	256		227	
Employment Retention Rate	90%	199	85%	166
		222		196
Earnings Change in 6 Months	80%	\$2,807,647	100%	\$2,142,591
		\$3,496,208		\$2,152,527

Table H – Older Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68%
			82
Employment Retention Rate	75%	61.9%	26
			42
Earnings Replacement in 6 Months	\$3,050	\$1,007	\$42,273
			42
Credential Rate	50%	56.5%	48
			85

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Recipients	Assistance	Veterans		Individuals with Disabilities	Out of School Youth		
Entered Employment Rate	48%	24	0	0	60%	3	60%	48
		50		1				5
Employment Retention Rate	54.5%	12	0	0	67%	2	65%	26
		22		1				3
Earnings Change in 6 Months	\$870	\$19144	0	0	\$415	\$1,244	\$1,149	\$45,948
		22		1				3
Credential Rate	48.1%	26	0	0	60%	3	48.2%	40
		54		1				5

Table J – Younger Youth Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	72%	93%	944
			1015
Diploma/Equivalent Attainment Rate	60%	63.2%	60
			95
Retention Rate	57%	59.5%	91
			153

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out of School Youth	
	Skill Attainment Rate	82%	323 392	69%	74 107	79%
Diploma/Equivalent Attainment Rate	63%	19 30	75%	6 8	55%	37 67
Retention Rate	63%	40 63	17%	2 12	60%	74 124

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (adult/older youth)		Placements for Participants in Non-traditional Employment		Wage at entry into employment for those who entered unsubsidized employment		Entry into unsubsidized employment related to the training received of those who completed training	
Adults	79.3	107	4522	610458	2	5	4463	1142609	72.2	109
		135		135		238		238		151
Dislocated Workers	83	219	90.9	2534621	2.6	11	5687	2377329	78.9	179
		264		2789466		418		418		227
Older Youth	75	18	1378	31694	0	0	1716	78923		
		24		23		46		46		



Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	742	488
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Older Youth	92	65
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Total N – Cost of Program Activities

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Statewide Allowable Activities	Program Activity Description	\$
	AFL-CIO	\$ 136,000 (non-add)
	Forward March	\$ 602,361 (non-add)
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		\$
		\$
		\$
Total of All Federal Spending Listed Above		\$ 9,677,291

Table O – Local Performance

Local Area Name		Adults	383
Greater Rhode Island	Total Participants Served	Dislocated Workers	469
		Older Youth	51
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ETA Assigned #		Adults	214
<u>44015</u>	Total Exiters	Dislocated Workers	225
		Older Youth	24
		Younger Youth	94
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74	77.83
	Employers	70	68.69
Entered Employment Rate	Adults	75	78.7
	Dislocated Workers	79	85.1
	Older Youth	68	56.9
Retention Rate	Adults	83	90
	Dislocated Workers	89	89.4
	Older Youth	75	55.2
	Younger Youth	57	61.2
Earnings Change/Earnings Replacement in 6 Months	Adults	\$3750	\$4275
	Dislocated Workers	92	82.2
	Older Youth	\$3050	664
Credential/Diploma Rate	Adults	60	71
	Dislocated Workers	60	75.5
	Older Youth	50	44.8
	Younger Youth	60	66
Skill Attainment Rate	Younger Youth	72	90.4
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels	Not Met	Met	Exceeded
	2	15	15

Table O – Local Performance

Local Area Name Providence/Cranston	Total Participants Served	Adults	231
		Dislocated Workers	146
		Older Youth	41
		Younger Youth	241
ETA Assigned # <u>44005</u>	Total Exitors	Adults	150
		Dislocated Workers	102
		Older Youth	29
		Younger Youth	190
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	74	76.7
	Employers	70	69.2
Entered Employment Rate	Adults	75	88.6
	Dislocated Workers	79	89.2
	Older Youth	68	70.8
Retention Rate	Adults	83	73.4
	Dislocated Workers	89	83.2
	Older Youth	75	76.9
	Younger Youth	57	57.4
Earnings Change/Earnings Replacement in 6 Months	Adults	\$3750	\$3,249
	Dislocated Workers	92	100.8
	Older Youth	\$3050	\$1,770
Credential/Diploma Rate	Adults	60	82.6
	Dislocated Workers	60	91.1
	Older Youth	50	81.5
	Younger Youth	60	59.5
Skill Attainment Rate	Younger Youth	72	97.4
Description of other state indicators of performance WIA Sec. 136(d)(1) (insert additional rows if there are more than two other state indicators of performance)			
Overall Status of Local Performance Based on Achieving 80% of negotiated levels	Not Met	Met	Exceeded
	1	16	16

## WIA Annual Report Data

State Name: RI

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	74	79.9	788	1,215	986	79.9
Employers	70	68.82	505	869	677	74.6

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	81.5	238
			292
Employment Retention Rate	83	80.2	202
			252
Earnings Change in Six Month	3,750	3,638	916,802
			252
Employment and Credential Rate	60	70.1	124
			177

**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	70	14	81.3	13	76.9	10	84.2	16
		20		16		13		19
Employment Retention Rate	64.7	11	85.7	12	60	6	70.6	12
		17		14		10		17
Earnings Change in Six Months	3,359	57,106	5,277	73,874	6,243	62,428	2,845	48,371
		17		14		10		17
Employment and Credential Rate	50	7	71.4	5	83.3	5	83.3	5
		14		7		6		6

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	84.2	133	78.4	105
		158		134
Employment Retention Rate	77.9	113	83.2	89
		145		107
Earnings Change in Six Months	3,980	577,140	3,174	339,662
		145		107

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

	Negotiated Performance Level		Actual Performance Level	
	<b>Entered Employment Rate</b>	<b>79</b>	<b>85.8</b>	<b>418</b>
<b>Employment Retention Rate</b>	<b>89</b>	<b>87.3</b>	<b>365</b>	<b>418</b>
<b>Earnings Replacement in Six Months</b>	<b>92</b>	<b>87.6</b>	<b>4,950,238</b>	<b>5,648,735</b>
<b>Employment and Credential Rate</b>	<b>60</b>	<b>78.8</b>	<b>205</b>	<b>260</b>

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	<b>Entered Employment Rate</b>	<b>80</b>	<b>36</b>	<b>80</b>	<b>12</b>	<b>77.9</b>	<b>74</b>	<b>100</b>
		<b>45</b>		<b>15</b>		<b>95</b>		<b>3</b>
<b>Employment Retention Rate</b>	<b>80.6</b>	<b>29</b>	<b>66.7</b>	<b>8</b>	<b>79.7</b>	<b>59</b>	<b>100</b>	<b>3</b>
		<b>36</b>		<b>12</b>		<b>74</b>		<b>3</b>
<b>Earnings Replacement Rate</b>	<b>83.9</b>	<b>490,932</b>	<b>68.3</b>	<b>116,466</b>	<b>71.2</b>	<b>665,861</b>	<b>84.4</b>	<b>16,152</b>
		<b>585,089</b>		<b>170,427</b>		<b>935,785</b>		<b>19,130</b>
<b>Employment And Credential Rate</b>	<b>80</b>	<b>20</b>	<b>87.5</b>	<b>7</b>	<b>68.3</b>	<b>28</b>	<b>100</b>	<b>1</b>
		<b>25</b>		<b>8</b>		<b>41</b>		<b>1</b>

**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	85.4	222	86.3
260			227	
Employment Retention Rate	89.6	199	84.7	166
		222		196
Earnings Replacement Rate	80.3	2,807,647	99.5	2,142,591
		3,496,208		2,152,527

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68
Employment Retention Rate	75	61.9	82
			26
Earnings Change in Six Months	3,050	1,007	42,273
			42
Credential Rate	50	56.5	48
			85

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	48	24	0	0	60	3	60
50			1		5		80	
Employment Retention Rate	54.5	12	0	0	66.7	2	65	26
		22		1		3		40
Earnings Change in Six Months	870	19,144	0	0	415	1,244	1,149	45,948
		22		1		3		40
Credential Rate	48.1	26	0	0	60	3	48.2	40
		54		1		5		83

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

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	72	93	944
1,015				
Diploma or Equivalent Attainment Rate	60	63.2	60	
			95	
Retention Rate	57	59.5	91	
			153	



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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	82.4	323	69.2	74	78.6	242
		392		107		308
Diploma or Equivalent Attainment Rate	63.3	19	75	6	55.2	37
		30		8		67
Retention Rate	63.5	40	16.7	2	59.7	74
		63		12		124

**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	79.3	107	4,522	610,458	2.1	5	4,801	1,142,609	72.2	109
		135		135		238		238		151
Dislocated Workers	83	219	90.9	2,534,621	2.6	11	5,687	2,377,329	78.9	179
		264		2,789,466		418		418		227
Older Youth	75	18	1,378	31,694	0	0	1,716	78,923		
		24		23		46		46		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>742</b>	<b>488</b>
<b>Dislocated Workers</b>	<b>691</b>	<b>456</b>
<b>Older Youth</b>	<b>92</b>	<b>65</b>
<b>Younger Youth</b>	<b>593</b>	<b>467</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$2,453,919.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,756,251.00</b>
<b>Local Youth</b>		<b>\$3,107,332.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$817,692.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,542,097.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
	AFL-CIO	
	FORWARD MARCH	
<b>Total of All Federal Spending Listed Above</b>		<b>\$9,677,291.00</b>

# WIA Annual Report Data

State Name: RI

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Providence/Cranston Workforce Development Board	<b>Total Participants                  Served</b>	Adults	231
		Dislocated Workers	146
		Older Youth	41
		Younger Youth	241
	<b>Total Exiters</b>	Adults	150
		Dislocated Workers	102
		Older Youth	29
		Younger Youth	190

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	74	76.7	
	Employers	70	69.2	
Entered Employment Rate	Adults	75	88.6	
	Dislocated Workers	79	89.2	
	Older Youth	68	70.8	
Retention Rate	Adults	83	73.4	
	Dislocated Workers	89	83.2	
	Older Youth	75	76.9	
	Younger Youth	57	57.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	3,249	
	Dislocated Workers	92	100.8	
	Older Youth (\$)	3,050	1,770	
Credential / Diploma Rate	Adults	60	82.6	
	Dislocated Workers	60	91.1	
	Older Youth	50	81.5	
	Younger Youth	60	59.5	
Skill Attainment Rate	Younger Youth	72	97.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		1	16	16

# WIA Annual Report Data

State Name: RI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Workforce Partnership of Greater Rhode Island	Total Participants Served	Adults	383
		Dislocated Workers	469
		Older Youth	51
		Younger Youth	352
	Total Exiters	Adults	214
		Dislocated Workers	225
		Older Youth	24
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	74	77.8	
	Employers	70	68.7	
Entered Employment Rate	Adults	75	78.7	
	Dislocated Workers	79	85.1	
	Older Youth	68	56.9	
Retention Rate	Adults	83	90	
	Dislocated Workers	89	89.4	
	Older Youth	75	55.2	
	Younger Youth	57	61.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,750	4,275	
	Dislocated Workers	92	82.2	
	Older Youth (\$)	3,050	664	
Credential / Diploma Rate	Adults	60	71	
	Dislocated Workers	60	75.5	
	Older Youth	50	44.8	
	Younger Youth	60	66	
Skill Attainment Rate	Younger Youth	72	90.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	15	15