

RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING WORKFORCE INVESTMENT ACT

Annual Report Program Year 2010



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WIA SYSTEM NARRATIVE

In difficult economic times, a pivotal funding source for improving the skills of the present and future workforce is the federal Workforce Investment Act (WIA) Title I-B, which has funded activities in Rhode Island since July 1, 2000. This annual report provides an in-depth look at the impact those funds have made in Rhode Island in Program Year 2010, which ranged from July

1, 2010 to June 30, 2011. This report will also address American Recovery and Reinvestment Act (ARRA) funding enhancements for employment and training services delivered through the state's WIA Title I-B infrastructure. The report will introduce several Rhode Islanders whose lives and careers were positively impacted due to the services they received through WIA.

What is the Workforce Investment Act?

The purpose of WIA Title I-B is, as stated in the act, "to provide workforce investment activities, through statewide and local workforce investment systems, 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 Nation." WIA establishes the structure and rela-

tionship between national, state and local workforce investment activities, including Rhode Island's two local workforce investment boards and the state's one-stop career center system.

In PY 2010, the U.S. Department of Labor allocated a total of \$14.5 million in WIA Title I-B funds to Rhode Island for employment and training services designed to benefit employers, dislocated workers, adults, and low-income youth.

Overview of Rhode Island's Workforce Investment System

Rhode Island's workforce investment system is a network of services, programs and investments with shared goals to improve the skills of the state's workforce. This network strives to create a workforce pipeline by connecting low-income youth, adults, and dislocated workers to employers and employment and training opportunities.

In Rhode Island, the central service-delivery coordination mechanism for the adult population is the netWORKri One-Stop Career Center System. A partnership of professional labor, training, and education organizations, netWORKri centers are conveniently located throughout the state where job seekers and employers are matched through quality

WIA SYSTEM NARRATIVE CONT.

employment programs and services. These centers provide a one-stop gateway to employment and training services. And while these one-stop offices may include services funded through other means, the centers' operations and many core and intensive services are underwritten by the WIA Title 1-B. At a netWORKri center, an individual can find job openings, receive labor market information, be assessed for aptitudes and skill levels, receive financial assistance for approved training services, obtain referrals to supportive services, and attend workshops that can improve employability. Other services available through these centers are offered by netWORKri partners and include veterans' services, RI Works/TANF work transition program, Trade Act programs, offender employment assistance, and disability services, among others.

Eligible job seekers who need training or retraining in order to secure employment may be referred by netWORKri staff members to WIA-funded short-term training at a post-secondary college, trade school or other qualified educational institution. Through an Individual Training Account, a participant can access up to \$5,500 in funding to subsidize the cost of tuition for skills training in a demand occupation through one of more than 400 Eligible Training Programs approved by the State Workforce Investment Office. In PY 2010, 1,174 Rhode Island job seekers received training in areas such as health care, technology, construction, green technolo-

gies, business, manufacturing and biotechnology.

Just as the netWORKri centers offer a one-stop gateway to services for adults, YouthWORKS411 centers provide a one-stop gateway to services for youth. YouthWORKS411 consists of centers located conveniently around the state that provide direct services to all in-school or out-of-school youth between the ages 14-24. Center staff may also refer youth to other vendors for additional services which include: vocational interest inventories, academic assessments, occupational skills training, résumé writing, academic services, pre-GED and GED classes, academic remediation, summer jobs, leadership skills, job referrals, work readiness training and work experience.

Along with youth and unemployed adults, businesses may also access services provided through WIA funding. Among these services are On-the-Job Training (OJT) grants, local workforce investment board contracts that allow businesses matching funds to train new hires for up to six months through customized training curricula. By providing the training themselves, employers can ensure that the training is aligned with actual skill requirements of the job and realize an immediate gain in productivity as workers learn on the job. Employees participating in OJT benefit because they are receiving a paycheck while acquiring the skills to perform effectively and advance their careers beyond the duration of the training program. Acknowledg-

ing the potential impact that OJTs can play both in getting the unemployed back to work and providing employers with skilled workers, Rhode Island sought and received from USDOL two technical waivers that would further enhance their attractiveness to employers.

During this time of economic downturn, overcoming the fears of permanent layoffs and closures is stressful for both employers and employees. WIA Rapid Response services, such as providing UI information and organizing dedicated job fairs and counseling, can ease

this difficult transition. Early intervention allows employers and workers to communicate their concerns and ensures that worker needs are addressed and that the appropriate support systems are in place for impacted workers.

Governance of the Workforce System

Core business priorities of the RI Department of Labor and Training (DLT) are to fill employer job openings with qualified job seekers and to mitigate the negative consequences of unemployment. The department serves as the state's WIA Title I-B grant recipient and the One-Stop Operator. These WIA responsibilities include the stewardship of the funds, oversight and monitoring activities, the issuance of statewide policy regarding management of grants and contracts, and the allocation of the WIA Title I-B funds to the local workforce investment boards for the delivery of services within an integrated service delivery system.

The Governor's Workforce Board serves as the state's Workforce Investment Board and manages the performance accountability for WIA. The Governor's Workforce Board is charged with the coordination of policy and planning for the state workforce development system, which includes both federal and state funding streams.

There are two local workforce investment boards governing the state's 39 cities and towns: Workforce Solutions of Providence/Cranston and the Workforce Partnership of Greater Rhode Island (serving the remaining 37 cities and towns). Members of the boards are appointed by chief local elected of-

ficials, and the councils are certified by the governor. The boards direct their staff to administer the funds and oversee the area's netWORKri and YouthWORKS411 centers. The local workforce investment boards convene workforce development partners and stakeholders at the regional level so they may collectively assess skill and service gaps, develop the region's workforce development plan and implement programs to serve the needs of job seekers and businesses.

WIA SYSTEM NARRATIVE CONT.

State Set-Aside Funds

As prescribed by federal law, local workforce investment areas receive 85 percent of the state's WIA allocation, while the remaining 15 percent of WIA funds are available for state discretionary purposes. In PY 2010, Rhode Island utilized much of the state set-aside funds to develop policy, conduct monitoring and deliver technical assistance in a strategic approach to improving outcomes. In PY 2010, state set-

aside funds were also used for two innovative programs: a Career and Technical After-School Program serving youth at risk and a Contextualized Training Program serving job-seeking adults with low literacy levels. All programs funded by state set-aside funds are directly related to the goals and objectives outlined in the Strategic Workforce Plan for Rhode Island 2009-2014.



CONTEXTUALIZED TRAINING

WIA State Set-Aside Funding

Tracey Baptista, age 30

While opportunity may not have actually knocked, it did show up at Tracey Baptista's door.

"I was living with my aunt in Chad Brown (public housing development), and they put a flyer on everybody's door," she recalled.

"They" are the Boys and Girls Club of Providence, one of 11 vendors offering contextualized learning in a special program made possible through WIA state set-aside funding. Contextualized learning offers literacy education in tandem with occupational skills training, allowing adults with low literacy levels to become work-ready more quickly than through a traditional ESL delivery system.

The Boys and Girls Club of Providence program focused on construction and building maintenance skills, combining real-world experience with academic remediation.

Tracey recognized the opportunity and signed up right away. "I thought, 'I'll get something under my belt.' Up until then, I'd done housekeeping and cashiering.... There are jobs here and there, but they don't pay, and Kevin was offering to teach for nothing, for free, learning entry-level welding and stuff—that's cool!"

Tracey was also impressed by how quickly learning took place outside of a traditional classroom. "Every-

thing's hands on. From the second day, it was like, 'Go get me a two-by-four.'"

"We went from painting to carpentry. We built stuff from scratch—benches, cabinets, all sorts of stuff. He taught us how to solder. We did welding. Because it was so fun, you don't even realize what you learned, but you see it, because it's hands on. By the end of two weeks, we had a bathroom constructed!"

Not only did Tracey gain skills from her six months with the Boys and Girls Club program, but she also landed a part-time job, doing custodial and light maintenance work for Providence Housing Authority. "Kevin helped with résumés and job placement," she reported, adding fondly, "I wish I could have had him for a teacher from kindergarten on."

"I fell in love with everybody in the program. That's what makes you want to go. It's more like a family there."

WIA SYSTEM NARRATIVE CONT.



CAREER and TECH AFTERSCHOOL PROGRAM

WIA State Set-Aside Funding/ARRA

Andrew Vanner, age 16

After completing a WIA-financed afterschool program at the East Providence Career and Technical Center, high school student Andrew Vanner thinks that exposing teens to a variety of careers is a great idea.

"If you were really interested in some career that was offered there, you could get skills and practice in that area," he said. He thinks the afterschool option is also a good fit for undecided students who are exploring career options. "They could at least get a small sample of different careers. They might decide 'I really like this,' or 'This isn't something that I want to do.'"

Andrew was one of more than two dozen East Providence-area students enrolled in the daily program that rotated participants through trades as diverse as cosmetology and forensic science.

"This program is much more hands-on than a regular classroom," said Andrew. "In a lot of the afterschool classes, the teacher would explain and demonstrate something, and then the students would try to do whatever they were shown."

Among the programs Andrew sampled were Automotive Technology, Computer Technology and Culinary Arts. Through the automotive program, he learned how to balance tires and jumpstart a car. "Now, if I have a small problem with a car, I know how to deal with it," he said. In the culinary program, he learned a variety of food preparation skills, and even surprised himself. "I thought I wouldn't like it," he admitted, "but I did."

The program that made the biggest impression on Andrew, however, was Computer Technology, where he learned beginning graphics and web site design. "The teacher would say, 'Today, we are going to make a home page,' and she'd show us all the tools, and then let us go off and work on it." He admits that the assignments weren't always easy. "It seemed hard at first, but once you get good at it, you can make a better design." For a final project, he and another classmate created a narrated slideshow of the entire afterschool program, complete with a soundtrack. "I thought it came out pretty good," he said with a smile, adding that every participant in the program received a free copy of his work.

Another program component that Andrew thought was worthwhile was the work-readiness training built into the curriculum. "They treated the program like a real job," he said, adding that his teachers were strict about punctuality. They also talked about résumé-writing and interviewing skills. "They were all about getting yourself prepared to go out, find a job and be successful," he said.

WIA SYSTEM NARRATIVE CONT.

WIA Dislocated Worker

A dislocated worker is an individual who has been or is scheduled to be laid off or terminated and requires assistance to find or qualify for new employment in a 21st century workplace. WIA provides tailored services to the individual looking to return to their career as rapidly as possible. These include core and

intensive services such as skill assessment, job search and placement assistance, career counseling, and, if suitable, occupational skills training. This assistance is designed to help job seekers upgrade skills, obtain employment, improve job retention and increase earnings.



INDIVIDUAL TRAINING ACCOUNT

WIA Dislocated Worker/ARRA

Scott Duquesnel, age 28

Scott Duquesnel, an unemployed customer service representative, was meeting with a netWORKri employment counselor when he took a leap of faith.

"I was applying for jobs anywhere and everywhere I could, and I was not getting any callbacks," he said. "I looked at a calendar of events and saw that they were offering Workforce Investment Act training," he recalled. That is when he asked his counselor what WIA training was, and learned that he might be a good match for training in medical or case management.

"At first I was a little iffy, because honestly, all I really knew was customer service," he admitted. "But once I started going to classes, I found that I had a big interest in it." How big? After completing his WIA training in the spring, Scott began studies toward a bachelor of social work degree, after which he hopes to continue on to earn a master's degree.

While pursuing a WIA-funded certificate in case management, Scott began working in the human

service field, first at an adult facility, then at a substance abuse treatment program for teenage boys. The work has struck a resonating chord with Scott. "I know what some of the kids are going through because I've been there," he said.

Comparing this career path to his prior work experience, he said, "Now, it's more fulfilling to be working, especially in this field, rather than going to work every day, working 12 to 14 hours and not even liking my job."

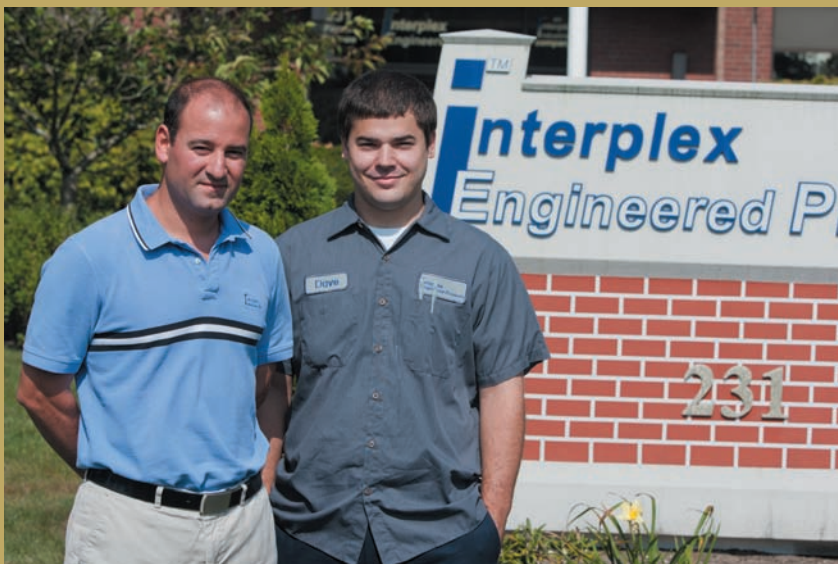
His work in human services not only is personally fulfilling for Scott, but also has shown him other career possibilities in his chosen field. "Eventually," he said, "I want to work with younger children."

WIA SYSTEM NARRATIVE CONT.

WIA Adult

The WIA Adult program helps eligible individuals ages 18 and older to find meaningful employment by providing the same types of core, intensive and training services outlined above for dislocated workers. Often participants accessing WIA services have barriers to overcome

in order to earn a sustainable wage for themselves and their families. WIA provides multiple tools such as Individual Training Accounts, OJTs, customized and group training programs to meet these challenges while addressing employer's hiring and skill needs.



ON-THE-JOB TRAINING

WIA Adult Funding

David Watson (right), Interplex Engineered Products
(with Kevin Bettensourt, Human Resources Manager)

Unemployed job seeker David Watson had manufacturing experience, but not in the area of electroplating. That lack of expertise, however, did not dissuade the East Providence-based manufacturer,

Interplex Engineered Products, from hiring David as a plater. That is because Interplex Human Resources Manager Kevin Bettencourt knew that Watson was a hard worker and a quick study. And, he knew from previous experience that workers like Watson could be brought up to speed quickly and effectively with the right On-the-Job Training. Bettencourt himself had launched his career in manufacturing through an On-the-Job Training program years before.

In FY2011, Interplex worked with the Workforce Partnership of Greater Rhode Island to enact On-the-Job Training contracts for Watson and 17 other new hires in areas such as electroplaters, lab technicians and toolmakers. The contracts provided for up to six months of training, during which time WIA funds provided 50 percent of the training participants' salaries.

Bettencourt explains that On-the-Job Training grants accelerate the hiring process for expanding businesses by making hiring and training more affordable. He also says that On-the-Job Training speeds recruiting, because companies like Interplex do not have to launch protracted, national searches in order to find candidates with matching skill sets; rather, they can take local, work-ready candidates and teach them the appropriate skills.

As for David, a training grant gave him new skills and a new income simultaneously. "I liked On-the-Job Training, versus just trying to figure it all out on my own. I would have just been lost and confused," he said. He compared learning in the workplace to learning in a classroom, adding, "The guys behind the desk don't always know the actual ins and outs of the work that takes place on a manufacturing floor. Learning from the guys in the trenches is a lot more beneficial."

By pairing him with an older and more experienced worker on the line, the training also taught David the value of peer support and mentoring. "Gil is one of the guys who took me under his wing," he said. "I was teamed with him during my training, and he would explain to me the processes of every job.... He would walk the line with me and break everything down so it was easy for me to understand."

He still has challenges in his work—adjusting chemical baths and working with fragile jobs are among these—but after six months of training, he feels pretty confident in his skills. "I caught on real quick," he said.

WIA SYSTEM NARRATIVE CONT.

WIA Youth

Ensuring that the emerging workforce is ready and able to meet the demands of the employer community is a pillar of WIA. To that end, the WIA youth program puts a strong emphasis on work readiness, basic skill improvement, diploma attainment, and credential achievement, as well as employment in high-demand occupations.

Rhode Island's Youth Center system well serves these goals. The 16 YouthWorks411 centers located around the state provide services based upon individual need and range from educational offerings to occupational skills training, job placement services and connection to needed social services.



GED PROGRAM

WIA Youth Funding

Cindy Lopez, age 22

Cindy Lopez understands the adage, "If at first you don't succeed." It took her four years to reach her goal of earning her GED and enrolling in Johnson & Wales University.

Of high school, she said, "School to me just wasn't my thing, but after a while, I just had to go back." At age 18, she enrolled in a youth services program at the Providence Skill Center. "I went in with a plan, and I told my case manager this is what I wanted to do, and that is what my case manager helped me to do," she said.

Carrying out a plan of action is not always as easy as conceiving of one, however. A big stumbling block for Cindy was balancing the demands of a job and her studies. She ended up stopping and starting at the skills center three different times before completing the program at age 22.

Of her GED classes, she added, "It was a lot of work, especially because I had been out of school for so long and my grades were not that great." But learning as an adult in a smaller classroom setting seemed to work well for her. "There were only a couple of kids in the class, so it was easy to be one-on-one with the teacher. And it's less intimidating. In high school, you are scared to raise your hand and say, 'I don't get this.'"

Over time, Cindy got better at juggling work and school. Her case manager even helped her gain em-

ployment in the mall that houses the skills center. That job—in a women's clothing store—is a great fit for Cindy. "It's a girls' store, so I know what they are selling," she said. "It feels good when people come to me and ask me questions, and I can actually help them."

When Cindy did complete her GED program this year, she was a featured speaker at graduation, which proved to be a very emotional moment for her. "I knew I had really accomplished something, step by step."

Cindy's new plan is to graduate with a degree in Criminal Justice and become a detective, embarking on a postsecondary education financed in large part by a hefty financial aid package. "I had orientation a couple of months ago," she reported the week before classes were to begin. "I was talking to a lot of kids in orientation, all 17 and 18, and I felt a little out of place. I thought that I probably should have done this sooner, but I just wasn't ready back then. I would have wasted so much money. Now that I know what I want, I'm nervous and excited at the same time to start."

EMPLOYER ENGAGEMENT & OUTREACH

Rhode Island's public workforce development system offers a strategic approach for addressing the needs of the state's employers, with the DLT-run Business Workforce Center serving as a primary information and outreach hub. The center's approach—on demand with no appointment necessary—allows staff members to be responsive to the immediate needs of companies. Business Workforce Center staff members, who are trained to offer

customized and collaborative solutions, often work with other system stakeholders such as the RI Economic Development Corporation and the Small Business Development Center.

Staff members also outreach to employers regarding the Work Opportunity Tax Credit (WOTC) program, the RI New Employment Tax Credit and the RI Jobs Training Tax Credit. They also proactively conduct outreach by geography

EVALUATION

The RI Workforce Cabinet functions under the auspices of the Governor's Workforce Board and consists of the directors of all state departments responsible for implementing federal and state workforce investment activities to ensure the coordination of all available programs and initiatives. During Program Year 2010, the cabinet took on the task of compiling the Unified Workforce Development Expendi-

ture and Program Report. The report represents a systemic and comprehensive review across state agencies of the programs and funds dedicated to enhancing the skills of Rhode Islanders and making the workforce more competitive.

The report details the federal and state resources available in Rhode Island for local services delivery, from each of the major workforce development programs. The fund-

STRATEGIES

and industry sectors as defined by the Governor's Workforce Board. All employer outreach is recorded in the EmployRI case management system, which also allows employers a variety of self-service options for job listing and job matching services.

Additionally, the Business Workforce Center collaborates with special populations through the Youth Centers, the RI Department of Corrections/Probation and Parole, and

the Employer Service network (a collaboration of organizations working with individuals with various disabilities, and represents the benefits of employing these special populations to all business contacts).

The Business Workforce Center has integrated Rapid Response and Business Services in order to provide assistance to the employer community throughout all business cycles. This approach increases the ability to identify business retention

and expansion opportunities, and, in some cases, to avert layoffs. Participant information garnered through Rapid Response sessions helps staff match displaced workers with other employers in need of similarly skilled employees. The representatives attending the Rapid Response will often assume the responsibility of setting up dedicated job fairs and recruitments for affected workers.

ing is broken down by program, and by major initiatives such as youth, dislocated workers and incumbent workers. The information presented for each program or resource includes the program name, the amount of resources available during the program year, and the number of people served during the same year. Funding notes for each table provide additional information about programs such as their

source of funding, target population, services provided, program goals, outcomes and the distribution of funds.

Spanning no less than 10 state agencies and an array of federal and state funding streams, this valuable public policy tool provides baseline data for the analysis of program and funding resources, thereby allowing for collaboration, alignment and return on investment.

ACTIVITIES DESIGNED TO ENHANCE

During the recent economic downturn, record high unemployment and limited job opportunities hampered the state's ability to meet all of its WIA performance goals in PY 2009. The following steps were taken to ensure better performance outcomes in PY 2010:

- The rapid and unanticipated downturn of Rhode Island's economic conditions significantly undermined the assumptions on which its WIA performance standards were originally conceived. In order to realign expectations with the changed environment the state took several proactive steps. The first was to apply to be part of USDOL's Regression Model Pilot. Rhode Island was accepted as USDOL Region 1's sole representative. The

initiative's purpose was to test and perfect a statistical method that considers the impact of local economic and labor market variables on program performance. Through its experience RI was able to both learn from and demonstrate to other states the role such variables have on the responsiveness of WIA. Armed with this new knowledge, Rhode Island sought to renegotiate its PY 2010 performance standards with USDOL. The state based its justification on the variables utilized by the pilot, including declines in job vacancies, the prolonged high unemployment rates for youth and adults and even the state's limited transportation system. USDOL concurred and approved the adjusted standards.

PERFORMANCE

- In an effort to connect job seekers to the employers who were hiring workers, the two local workforce boards held off-site job fairs. Résumé writing and interviewing skills workshops were conducted at the netWORKri centers to prepare the job seekers to meet the hiring employers.
- Increased monitoring of client files was conducted. The reviews primarily were focused on data quality issues, such as discrepancies between the paper and electronic records. Previously, errors of this type had adversely affected performance.
- The results of the monitoring were analyzed to identify trends and areas of concern. Training was then developed and deliv-

ered to front line staff. Topics included “Understanding Performance Measures,” “Data Validation and Source Documentation,” and “Follow-up Activities.” These efforts, which are continuing in PY2011, are designed to increase not only the skill level of front line staff but also performance accountability and data integrity.

- The Rhode Island Department of Labor and Training implemented a service delivery redesign in its netWORKri One-Stop Career Centers that is more focused to job placement assistance and work first initiatives. Workshops are divided into tracks based on customer need, allowing

them to receive the information that would best suit their specific needs to rapidly return to the workforce.

WAIVER PROCESS

Rhode Island added several waivers during PY10 and continues to utilize existing waivers to meet the ever-changing needs of both job seekers and businesses. These waivers have added increased flexibility in implementing WIA activities resulting in improved programmatic outcomes. The following waivers are currently active and were approved for renewal with the PY11 State Plan extension.

1. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers

Rationale: This waiver addresses the data collection barriers related to meeting training provider requirements and has increased the number of programs submitted by the community college and other entities that are available to deliver training to Adult and Dislocated Worker participants.

Performance Outcomes: This waiver has maximized customer choice, an integral part of WIA. By providing more options to our participants, they are more likely to be able to select appropriate training programs, leading to higher entered employment and retention rates.

2. Waiver of the required 50 percent employer contribution for

customized training at WIA Section 101(8)(C)

Rationale: This waiver allows for a sliding scale reimbursement for the employer match, based on company size. The waiver will make the program more attractive to small businesses.

Performance Outcomes: This program has been redesigned; no employers have yet taken advantage of it. Hopefully, this will change as the economy improves and hiring expands. The anticipated performance outcomes are an increase in employer participation, an increase in participation rates for job seekers and a greater benefit to employers by having a labor pool with the marketable skills they require.

3. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITA) for older and out-of-school youth

Rationale: This waiver allows the use of ITAs for youth for whom assessment has determined an ITA to be the appropriate and best strategy. The ability to charge the ITA cost to the Youth program, instead of to the adult or dislocated worker program, would reduce the dependence on limited adult funds and would contribute to the ability of local workforce investment boards to meet their 30 percent out-of-school

expenditure requirements.

Performance Outcomes: This waiver has been utilized by one of the state's two local workforce boards. It has increased the opportunity for youth to receive credentials. It has resulted in more flexibility in delivering services based on the individual needs of participants as intended under WIA and has allowed older youth to pursue their occupational goals without the additional barrier of meeting adult or dislocated worker eligibility requirements.

4. Waiver of the State Workforce Investment Board membership requirements at WIA Section 111(b)

Rationale: This waiver allows the Governor to appoint fewer members to the State Workforce Investment Board, while still maintaining a business majority and the appropriate mix of labor representatives, community-based organizations and state agency representatives. This configuration allows the board to focus on strategic issues more effectively, and averts difficulties in achieving a quorum among a larger group.

Performance Outcomes: The result of this waiver has been a more active, influential and involved board due to its smaller size.

5. Waiver of WIA Section 123 that requires that providers of Youth program elements be selected on a competitive basis

Rationale: This waiver was requested to ensure the availability of all youth program elements despite a limited pool of willing providers. It should also reduce the expense and the administrative burden on the providers.

Performance Outcomes: Due to the success of the Youth Workforce System to leverage state funding to provide some WIA program elements, in combination with the influx of Recovery Act funding, no need has existed to date to utilize this waiver. However, it is important to maintain the flexibility that it provides for the future.

6. Waiver to Use Rapid Response Funds for Incumbent Worker Training in WIA Regulations 20 CFR 661.420 (c)

Rationale: This waiver, which allows 20 percent of Rapid Response funds to be used to support Incumbent Worker training, provides Rhode Island with the flexibility it needs to meet the growing need of employers who are experiencing difficulty during the economic recession and recovery. The purpose

of the program is to help established businesses provide training and education for current workers, resulting in layoff aversion and reduced employee turnover.

Performance Outcomes: This waiver has not been utilized to date.

7. Waiver of Collection of Seven of the Data Elements in Section 1 of the WIA Standardized Record Data for Incumbent Workers Trained with WIA Funds in WIA Regulations 20 CFR 661.420 (c)

Rationale: This waiver reduces the data collection burden for businesses served under WIA-funded incumbent worker training programs. Under the waiver, the state would not collect the following WIASRD data elements: single parent (117), unemployment (unemployment compensation eligible status at participation (118), low income (119), TANF (120), other public assistance (121), homeless individual and/or runaway (125), and offender (126).

Performance Outcomes: This waiver has not been utilized to date.

8. Waiver to Allow State of Rhode Island to Waive Credential/Certificate Attainment for Participants in the On-the-Job Training Program WIA Regulations

WAIVER PROCESS CONT.

20 CFR 666.100 (a) (1) (iv) for Adults and 20 CFR 666.100 (a) (2) (iv) that requires attainment of recognized credential/certificate for performance

Rationale: This waiver allows the training program design to be more responsive to employer and employee needs as it can be specifically created for an industry, business or worksite. Eliminating the credential/certificate reporting requirement for those participating in the OJT program will encourage its use and have a positive effect on retention and average earnings performance outcomes.

Performance Outcomes: This waiver has provided the local workforce investment areas with greater flexibility and access to the OJT program without negatively impacting upon credential/certificate related performance standards.

9. Waiver to Allow State of Rhode Island to Increase Employer Reimbursement for On-the-Job Training Program WIA Section 101 (31) (B) and WIA Regulations 20 CFR 663.710

Rationale: This waiver allows for the implementation of a sliding reimbursement scale, based on company size, for employers participating in the On-the-Job training program.

Performance Outcomes: The use of this waiver has allowed the local workforce investment areas to increase employment opportunities for hard-to-serve individuals, to increase the percentage of employers using OJT as a means of hiring and retaining a skilled workforce, to increase the number and percentage of workers trained and hired through the OJT program and to raise skill proficiencies for workers that will result in increased worker viability.

BOARD MEMBER LISTING

Governor's Workforce Board RI Members PY2010

Chair Constance A. Howes, JD, FACHE	President and Chief Executive Officer, Women & Infants Hospital
Mario Bueno	Executive Director, Progreso Latino
Robin M. Coia	Marketing Representative, New England Laborers Labor Management Coop Trust
Ray M. Di Pasquale	Comissioner, RI Board of Governors for Hlgher Education; President, Community College of RI
Charles J. Fogarty	Director, RI Department of Labor and Training
DeborahA. Gist	Comissioner, RI Department of Secondary and Elementary Education
Mike Grey	Vice President of Operations, North East Region, Sodexo School Services
Paul MacDonald	President, Providence Central Federated Council
William C. McGowan	Business Manager, IBEW Local 2323
Brandon Melton	Senior Vice President of Human Resources, Lifespan
Sharon O. Moylan	Realtor/Associate Coldwell Banker
Robert Nangle	President , Meridian Printing
George H. Nee	Secretary-Treasurer, RI AFL-CIO
Keith M. Stokes	Executive Director, RI Economic Development Corporation
Cathy A. Streker	Vice President Human Resources and Benefits, Textron, Inc.
Martin R. Trueb	Senior Vice President and Treasurer, Hasbro
Pheamo R. Witcher	President/Executive Director, The Genesis Center

BOARD MEMBER LISTING CONT.

Workforce Partnership of Greater RI Board Members PY2010

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Vice Chairman Paul Ouellette	Vice President, Community Development and Workforce Training , Northern RI Chamber of Commerce
Treasurer Joseph DiPina	Director, Exeter Job Corp Academy
Secretary Robin A. Smith	Associate Vice President, Center for Workforce and Community Education, Community College of RI
Ernest Cabral	President, Cabco Engineering Co.
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Vanessa Cooley	Coordinator, Statewide Career and Technical Education, RI Department of Education
Bob Cooper	Executive Secretary, Governor's Commission on Disabilities
Marie DeRoche	Acting Chief of Employment and Training Programs, RI Department of Labor and Training
Joseph DeSantis	Chief Executive Officer, Tri-Town Community Action
Alexis Devine	Youth Development Coordinator, Lifespan
Allen P. Durand	Business Manager/Financial Secretary, IBEW LU 99
Cynthia J. Farrell	Director of Human Services, Thundermist Health Center
Carmen Ferguson	Director Community Impact, United Way of RI
Raymond A. Filippone	Assistant Director of Income Support, RI Department of Labor and Training
Victoria Galliard-Garrick	Director, Davies Career and Technical High School
Kathleen Grygiel	Deputy Administrator, RI Office of Rehabilitative Services
Paul Harden	Business and Workforce Development Manager, RI Economic Development Corporation
Karen Jedson	Director, Warwick Department of Tourism, Culture and Development
Wendy E. Kagan	Senior Vice President of Human Resources, BankNewport
Peter Koch	Chief Executive Officer, Koch Eye Associates
Dr. Sharon Lee	Director, Office of Multiple Pathways, RI Department of Education
Dorothy Mattiello	Vice President of Human Resources, Hope Global
Courtney A. Murphy	Chief of Human Resources-Training, General Dynamics/Electric Boat
Joseph W. Oakes, Jr.	President, VR Industries, Inc.
Susan O'Donnell	Director of Human Resources, The Hotel Viking
Raymond Pingitore	Director of Members Assistance Program, Teamsters Local 251

Workforce Partnership of Greater RI Board Members PY2010 (cont.)

Betty J. Pleacher	President, East Bay Chamber of Commerce
Fred Ricci	Franchise Owner, Today's Office Staffing
Scott Seaback	President, RI Temps, RI Personnel, Inc.
Lauren E. Slocum	President/Chief Executive Officer, Central RI Chamber of Commerce
Andrew T. Tyska	President, Bristol Marine
Darrell Waldron	Executive Director, RI Indian Council
James White	Coordinator, Employment and Training Programs, RI Department of Labor and Training
Paul G. Wielgus	Executive Vice President, Coastway Community Bank
Steven Wilson	President, Polytop Corporation

BOARD MEMBER LISTING CONT.

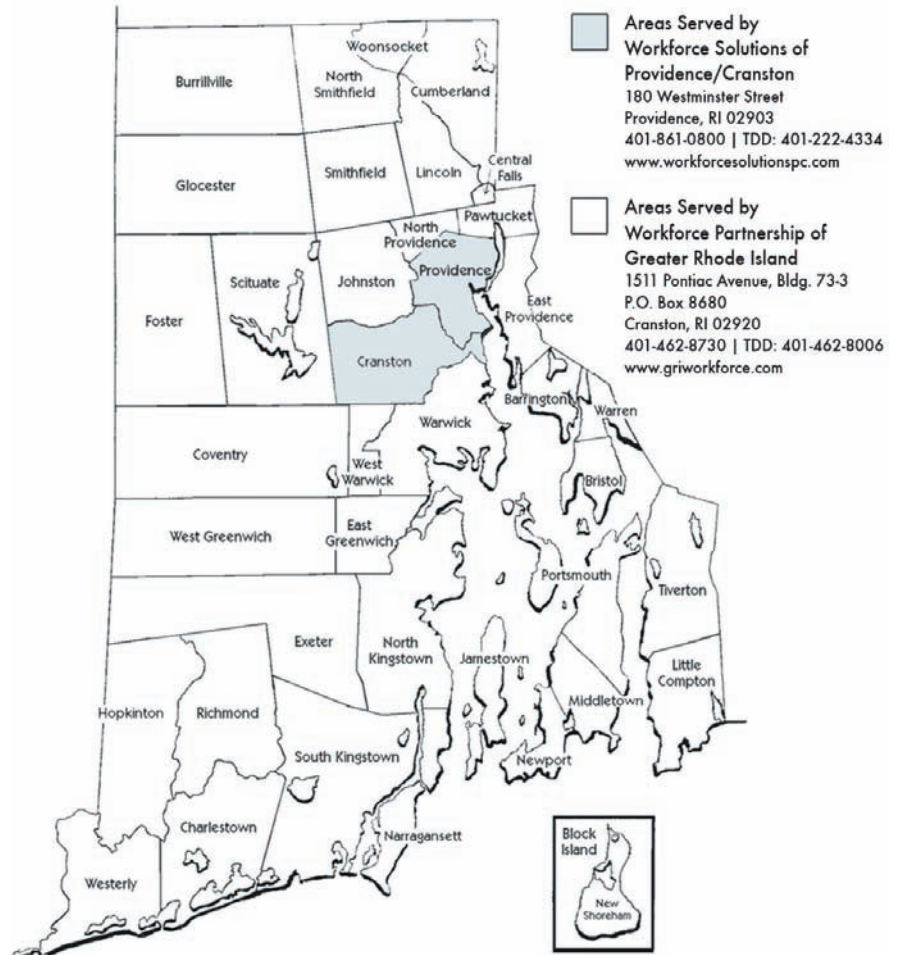
Workforce Solutions of Providence/Cranston Board Members PY2010

Chairman Janet Raymond	Senior Vice President, Greater Providence Chamber of Commerce
Vice Chair Michael Paruta	Associate Vice President, Women & Infants Hospital
Dr. Guy Alba	Head of Guidance, Providence School Department
Marc Amato	Chief Operating Officer, WALCO
Deborah Anthes	Director, Adult Basic Education RI Department of Education
Victor Barros	Urban Development Manager, RI Economic Development Corporation
Steve Boyle	President, Greater Cranston Chamber of Commerce
Michele Cinquegrano	Regional Director, Verizon
Nicole Campbell	Assistant Vice President, Underwriting Blue Cross Blue Shield of RI
Michael Colasante	President, Michelangelo's Restaurant
Vanessa Cooley	Coordinator, Career and Technical Education, RI Department of Education
Frank Corbishley	Executive Director, ProCAP, Inc.
Robert Delaney	Executive Director, Institute for Labor and Studies Research
Tom Deller	Director, Department of Planning and Development, City of Providence
Sorrel Devine	Director of Resident Services, Providence Housing Authority
Alexis Devine	Youth Development Coordinator, Lifespan
Lawrence DiBoni	Director of Economic Development, City of Cranston
Joseph DiPina	Director, Exeter Job Corps Academy
Monica Dzialo	Workforce Development Supervisor, RI Office of Rehabilitation Services

Workforce Solutions of Providence/Cranston Board Members PY2010 (cont.)

Raymond A. Filippone	Assistant Director of Income Support, RI Department of Labor and Training
Hy Goldman	Sales Manager, Greylawn Food, Inc.
Ann Gooding	Director of Administration, Planning and Development, City of Providence
John Jacobson	President, JTJ Investments, LLC
Norman King	Administrator, Thielsch Engineering
Mark Kravatz	Coordinator, Green and Healthy Homes Initiative-Providence
Keith Lavimodiere	Assistant Vice President, Washington Trust Co.
Dr. Philip Less	Director, Adult Basic Education, RI Department of Education
Chris Lombardi	Secretary-Treasurer, Laborers Local 226
Jeffery Machado	Chief Executive Officer, Goodwill Industries
Joanne McGunagle	Executive Director, Comprehensive Community Action
Debra Quinn	State Workforce Readiness Director, Society of Human Resource Management
Hector Rivera	Chief, Employment and Training Programs, RI Department of Labor and Training
Hillary Salmons	Executive Director, Providence After School Alliance
Dr. Jeffrey Senese	Vice President for Academic Affairs, Johnson & Wales University
Raymond B. Sepe	President, Electro Standards Laboratory, Inc.
Heather Singleton	Vice President of Operations, RI Hospitality and Tourism Association
Craig R. Sipe	Manager of Human Resources, Electric Boat, Quonset Point Facility
Robin Smith	Associate Vice President, Center for Workforce Education, Community College of RI
Peter Stipe	Director, Training and Development, AAA Southern New England
Michael Traficante	Director of Governmental Affairs, New England Laborers Union
Darrell Waldron	Executive Director, Rhode Island Indian Council
James White	Veteran's Services Coordinator, RI Department of Labor and Training
Robin Zukowski	Director of Human Resources, Renaissance Hotel

WORKFORCE INVESTMENT AREAS



Both workforce boards are led by the Governor's Workforce Board RI
 1511 Pontiac Avenue, Bldg. 72-2
 Cranston, RI 02920
 401-462-8714 | TDD: 401-462-8006
www.rihric.com

Oversight, monitoring and policy are provided by the State Workforce Investment Office
 1511 Pontiac Avenue, Bldg. 72-3
 P.O. Box 20157, Cranston, RI 02920
 401-462-8780 | TDD: 401-462-8006
www.dlt.ri.gov/WIO

PERFORMANCE CHARTS

WIA Financial Statement PY2010

Total Funds All Sources	Available	Expended	Balance Remaining
Total Funds All Sources	\$28,150,819	\$20,883,553	\$7,267,266
Adult Program Funds PY10/FY11	\$2,993,490	\$1,704,447	\$1,289,043
<i>Carry-in Monies</i>	\$1,952,355	\$1,952,355	\$0
Dislocated Worker Program Funds PY10/FY11	\$4,704,289	\$2,886,881	\$1,817,408
<i>Carry-in Monies</i>	\$4,152,999	\$4,152,999	\$0
Youth Program Funds PY10	\$3,697,057	\$2,859,334	\$837,723
<i>Carry-in Monies</i>	\$1,302,938	\$1,302,938	\$0
Local Administration Funds PY10/FY11	\$865,751	\$60,133	\$805,618
<i>Carry-in Monies</i>	\$1,323,520	\$1,323,520	\$0
Rapid Response Funds PY10/FY11	\$222,505	\$0	\$222,505
<i>Carry-in Monies</i>	\$2,205,919	\$2,160,150	\$45,769
Statewide Activity Funds PY10/FY11	\$2,051,685	\$0	\$2,051,685
<i>Carry-in Monies</i>	\$2,678,311	\$2,480,796	\$197,515
Cost-Effectiveness			
Total		\$777	
Adult Programs (per participant)		\$279	
Dislocated Worker Programs (per participant)		\$1,647	
Youth Programs (per participant)		\$3,501	

PY2010 Time Periods Reported

Reporting Item	Dates
Total Participants	July 1, 2010 to June 30, 2011
Total Exiters	April 1, 2010 to March 31, 2011
Customer Satisfaction	January 1, 2010 to December 31, 2010
Entered Employment and Credential Rates	October 1, 2009 to September 30, 2010
Retention and Earnings Rates	April 1, 2009 to March 31, 2010
Diploma/Equivalent and Skill Attainment Rates	April 1, 2010 to March 31, 2011

PERFORMANCE CHARTS CONT.

All required elements are reported in the required federal format to facilitate state-by-state comparison of data. The participant response rate was 42.1 percent and the employer response rate was 60.3 percent; results are not intended to make any inference beyond the survey's respondents.

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 Survey	Number of Customers Included in the Sample	Response Rate
Participants	79.0%	76.8%	872	2071	2071	42.1%
Employers	76.0%	68.1%	464	1042	770	60.3%

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	59.0%	62.8%	490
			780
Employment Retention Rate	83.1%	86.2%	388
			450
Average Earnings Rate	\$10,000	\$10,984.60	\$4,064,292
			370
Employment and Credential Rate	55.0%	59.5%	310
			521

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	60.6%	86	53.8%	14	57.1%	8	50.0%	36
		142		26		14		72
Employment Retention Rate	84.7%	72	71.4%	15	80.0%	4	79.4%	27
		85		21		5		34
Average Earnings Rate	\$8,881.80	\$603,961	\$12,292.00	\$159,796	\$6,536.30	\$19,609	\$11,586.10	\$289,653
		68		13		3		25
Employment and Credential Rate	60.9%	78	45.5%	10	50.0%	3	48.7%	19
		128		22		6		39

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	66.4%	285	58.4%	205
		429		351
Employment Retention Rate	85.9%	225	86.7%	163
		262		188
Average Earnings	\$11,179.40	\$2,370,025	\$10,723.20	\$1,694,267
		212		158

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.0%	65.6%	1,154
			1,758
Employment Retention Rate	85.0%	88.2%	788
			893
Average Earnings Rate	\$16,000	\$16,145.90	\$12,077,106
			748
Employment and Credential Rate	57.0%	60.5%	633
			1,047

PERFORMANCE CHARTS CONT.

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	65.5%	55	62.5%	10	54.3%	144	70.0%	7
		84		16		265		10
Employment Retention Rate	89.8%	44	100.0%	11	84.4%	108	100.0%	5
		49		11		128		5
Average Earnings Rate	\$21,501.60	\$903,066	\$13,131.40	\$144,445	\$14,399.30	\$1,497,526	\$13,913.20	\$69,566
		42		11		104		5
Employment and Credential Rate	51.1%	23	40.0%	4	50.3%	77	83.3%	5
		45		10		153		6

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	69.4%	721	60.2%	433
		1,039		719
Employment Retention Rate	88.8%	476	87.4%	312
		536		357
Average Earnings Rate	\$16,247.90	\$7,344,046	\$15,990.10	\$4,733,060
		452		296

Table H.1 - Youth (aged 14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0%	36.1%	210
			581
Attainment of Degree or Certificate	0.0%	35.9%	239
			665
Literacy and Numeracy Gains	0.0%	62.9%	144
			229

Table H.2 - Older Youth (aged 19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67.0%	74.0%	94
			127
Employment Retention Rate	76.0%	70.7%	53
			75
Average Earnings Rate	\$1,400	\$1,631.30	\$107,666
			66
Credential Rate	46.0%	54.1%	79
			146

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals with Disabilities	Out-of-School Youth
Entered Employment Rate	73.5%	0.0%	0.0%	92
				123
Employment Retention Rate	59.1%	0.0%	100.0%	52
				72
Average Earnings Rate	\$2,199.90	\$0	\$283.00	\$98,180
				63
Credential Rate	43.4%	0.0%	50.0%	77
				142

Table J - Younger Youth (aged 14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	88.0%	98.4%	1,106
			1,124
Youth Diploma or Equivalent Rate	62.0%	68.9%	111
			161
Retention Rate	54.0%	55.0%	93
			169

PERFORMANCE CHARTS CONT.

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate	99.1%	670	316
		676	321
Youth Diploma or Equivalent	63.0%	58	108
		92	154
Retention Rate	46.1%	41	78
		89	128

Table L - Other Reported Information

Reported Information	12-Month Employment Retention Rate	12-Month Earning Increase (Adults and Older Youth) or 12-Month Earning Replacement (Dislocated Workers)	Non-Traditional Employment	Placement in Unsubsidized Employment	Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment	Entry into Employment Related to Training Received by Those Who Completed Training Services				
Adults	87.2%	328	\$3,189.60	\$1,122,750	8.2%	40	\$4,709.90	\$2,204,214	29.5%	84
		376		352		490		468		285
Dislocated Workers	89.1%	631	\$91.40	\$9,702,320	5.1%	59	\$6,686.70	\$7,382,134	29.1%	210
		708		\$10,614,680		1,154		1,104		721
Older Youths	73.0%	54	\$2,389.90	\$143,391	7.4%	7	\$2,042.60	\$183,830		
		74		60		94		90		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	14,219	11,347
Total Adult, Self-Service Only	9,795	8,609
WIA Adult	11,478	9,745
WIA Dislocated Worker	2,958	1,709
Total Youth (14-21)	1,189	784
Younger Youth (14-18)	912	577
Older Youth (19-21)	277	207
Out-of-School Youth	575	368
In-School Youth	614	416

Table N - Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$3,656,802	
Local Dislocated Workers	\$7,039,880	
Local Youth	\$4,162,272	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$2,160,150	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$2,112,692	
	Program Activity Description	
Statewide Allowable Activities WIA Section 134(a)(3)	One-Stop Support	\$472,829 (non-add)
	Miscellaneous	\$1,121,155 (non-add)
	Youth	\$501,978 (non-add)
	Industry Partnerships	\$16,730 (non-add)
	Total Statewide Allowable Activities	\$2,112,692 (non-add)
Total of All Federal Spending Listed Above	\$19,131,796	

PERFORMANCE CHARTS CONT.

Table O - Local Performance

Local Area Name: Workforce Partnership of Greater Rhode Island	Total Participants Served	Adults	7,308
		Dislocated Workers	1,774
		Older Youth (19-21)	159
		Younger Youth (14-18)	617
ETA Assigned #: 44015	Total Exiters	Adults	5,750
		Dislocated Workers	937
		Older Youth (19-21)	124
		Younger Youth (14-18)	431

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0%	77.5%
	Employers	76.0%	68.4%
Entered Employment Rates	Adults	59.0%	57.1%
	Dislocated Workers	63.0%	63.1%
	Older Youth	67.0%	71.7%
Retention Rates	Adults	83.1%	85.0%
	Dislocated Workers	85.0%	88.6%
	Older Youth	76.0%	81.3%
	Younger Youth	54.0%	57.6%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$11,057.30
	Dislocated Workers	\$16,000	\$16,188.80
	Older Youth	\$1,400	\$2,003.00
Credential/Diploma Rates	Adults	55.0%	52.4%
	Dislocated Workers	57.0%	55.9%
	Older Youth	46.0%	60.8%
	Younger Youth	62.0%	66.3%
Skill Attainment Rate	Younger Youth	88.0%	99.2%
Placement in Employment or Education	Youth (14-21)	0.0%	29.2%
Attainment of Degree or Certificate	Youth (14-21)	0.0%	32.3%
Literacy or Numeracy Gains	Youth (14-21)	0.0%	62.7%

Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	15

Table O - Local Performance

Local Area Name: Workforce Solutions of Providence/Cranston	Total Participants Served	Adults	4,170
		Dislocated Workers	1,081
		Older Youth (19-21)	118
		Younger Youth (14-18)	295
ETA Assigned #: 44005	Total Exiters	Adults	3,995
		Dislocated Workers	772
		Older Youth (19-21)	83
		Younger Youth (14-18)	146

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	79.0%	75.8%
	Employers	76.0%	65.4%
Entered Employment Rates	Adults	59.0%	68.5%
	Dislocated Workers	63.0%	70.1%
	Older Youth	67.0%	76.1%
Retention Rates	Adults	83.1%	87.5%
	Dislocated Workers	85.0%	87.4%
	Older Youth	76.0%	62.8%
	Younger Youth	54.0%	53.4%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$10,891.80
	Dislocated Workers	\$16,000	\$16,037.90
	Older Youth	\$1,400	\$1,373.90
Credential/Diploma Rates	Adults	55.0%	70.2%
	Dislocated Workers	57.0%	72.1%
	Older Youth	46.0%	47.2%
	Younger Youth	62.0%	71.8%
Skill Attainment Rate	Younger Youth	88.0%	96.2%
Placement in Employment or Education	Youth (14-21)	0.0%	44.8%
Attainment of Degree or Certificate	Youth (14-21)	0.0%	39.6%
Literacy or Numeracy Gains	Youth (14-21)	0.0%	63.0%

**Description of Other State Indicators of Performance
(WIA Section 136(d)(1))**

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	15



RI Department of Labor and Training

State Workforce Investment Office • 1511 Pontiac Avenue • Cranston, RI 02920-4407
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Published October 3, 2011

