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State of Wisconsin
Department of Workforce Development
Jim Doyle, Governor
Roberta Gassman, Secretary

September 26, 2006

U.S. Department of Labor
Employment and Training Administration
Attn: John R. Beverly, III
Administrator, Office of Performance and Technology
200 Constitution Avenue, NW, Room S-5206
Washington D.C. 20210

Dear Mr. Beverly:

Enclosed is *Wisconsin's Workforce Investment Act (WIA) Annual Report* for Program Year 2005. We are pleased to highlight the state-wide, regional and local activities that have been essential in assisting job seekers and employers.

The WIA efforts summarized in this report reflect Governor Jim Doyle's emphasis on more regional activity to stimulate economic development and job growth. For example, the *Grow Grants*, with the use of state WIA set-aside funds, reinforce this emphasis that also include new multiple-partner approaches for implementation of services. In addition, paralleling this theme are the recommendations and other efforts of the Governor's Council on Workforce Investment that we have highlighted in this report. Altogether, we are moving in the right direction, on the same road, to attain the goals of increasing economic growth and ensuring qualified workers for quality jobs.

In addition, we are pleased to highlight the fact that local performance goals continue to exceed expectations in nearly all categories except for the younger youth measures which we are addressing through new monitoring tools. Our performance reviews, and transitional implementation of the Department of Labor's common measures policies will be an ongoing focus for quality assurance.

Please contact me if you wish to discuss Wisconsin's WIA program. Thank you for our successful and continued partnership.

Sincerely,

Roberta Gassman
Secretary

cc: Byron Zuidema, US DOL
Bill Clingan, Division Administrator



WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT

WIA

Workforce Investment Act
Annual Report
for Program Year 2005

Wisconsin WIA Annual Report Program Year 2005

Submitted September 28, 2006

Roberta Gassman, Secretary
State of Wisconsin Department of Workforce Development
WIA Title I Signatory Official

Ron Hunt, Deputy Administrator
State of Wisconsin Department of Workforce Development
Division of Workforce Solutions
WIA Title I Liaison

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Grow Wisconsin

Wisconsin's workforce development efforts for the Workforce Investment Act (WIA) Title I Program Year 2005 (PY05) continue the forward progress of Governor Jim Doyle's economic plan for the state, *Grow Wisconsin*. Specific projects and activities summarized in this report complement the Governor's eight strategic economic development goals:

- Retain and create high-wage jobs;
- Prepare workers for tomorrow's economy;
- Add value to Wisconsin's economic base;
- Create and unleash knowledge to build emerging industries;
- Tap Wisconsin's full urban potential;
- Implement strategies regionally;
- Lower regulatory burdens while keeping standards high; and
- Build a world class infrastructure.

Over the past year, the state's Council on Workforce Investment (CWI) has played a key role in advancing *Grow Wisconsin*, most epitomized by the abbreviated and succinct vision of:

Qualified Workers for Quality Jobs. This recognizes the following:

- Workforce development and economic development go hand-in-hand.
- We serve employers as well as workers. Both are our customers and we want employers to turn to Job Centers in search of good workers – workers who are eager, able and trainable.
- When we say "Qualified Workers for Quality Jobs," we are talking about employers who value workers and provide good-paying, family-supporting jobs.

Another way we have embraced the *Grow Wisconsin* goals is to work at ensuring our workforce development system and Job Center services are more responsive to the demands of employers looking for quality workers.

This overall *Grow Wisconsin* vision of **Qualified Workers for Quality Jobs**, involves a number of goals. We must:

- Better connect workers and employers;
- Aid worker advancement and encourage upward mobility – career ladders; and
- Target more resources to the high-end economy; becoming strategic, selective, smart investors.

Specifically, the Department of Workforce Development (DWD), in concert with CWI, has steered the policies and use of the WIA Title I funds to advance *Grow Wisconsin* "Invest in People" strategies. Examples include:

- The CWI's August 2005 Report to the Governor incorporated clear objectives assigned to each of its program-related committees to ensure more focused efforts and progress in achieving the Governor's *Grow Wisconsin* plan and the CWI's vision, mission and goals, which are intended to move that plan forward. This report is available on the CWI Web page: www.wi-cwi.org.
- The CWI revised its process for advancing proposals using \$500,000 in WIA discretionary funds available to it in PY05. Changes in the CWI's funding criteria and review process, as well as establishment of a clear timetable for project development and implementation, served to more closely align project proposals to the CWI's priority goals and objectives and promote more effective, efficient and timely use of WIA discretionary funds.
- A Qualified Workers for Quality Jobs Action Team was established in June of 2005 and began work to align workforce development efforts across key state agencies. This group,

which supplements and provides leadership to the previously established State Interagency Team, is comprised of staff from the Governor's Office and the heads of the Departments of Workforce Development, Commerce, and Public Instruction, the University of Wisconsin System, and the Wisconsin Technical College System (WTCS), as well as the Chair and Vice-Chair of the CWI.

- The CWI developed recommendations for streamlining and improving program coordination within the workforce investment system, including specific recommendations for improving coordination, cooperation and service delivery in the Milwaukee area. State agencies are in the process of reviewing their agency programs to identify ways these recommendations can be applied to their programs.
- The DWD and CWI continue to target WIA Title I resources to high growth, high wage industries, including new projects in PY05 directed to healthcare workforce development and advanced manufacturing. Related to this targeting effort, the DWD and CWI spent the later half of PY05 examining the Manufacturing Skills Standards Council (MSSC) assessment and credentialing system, and considering how it can be implemented in Wisconsin to assist the state's advanced manufacturers meet their workforce skill needs.

Wisconsin's Labor Market

Wisconsin's labor market continued its gradual employment recovery during 2005. To put this into perspective, in 2000 Wisconsin had an average monthly nonfarm wage and salary job count of 2,833,800 jobs. In 2001, the total was 2,813,900. But in 2002 the job count had fallen to 2,782,400 and by 2003 the average monthly job count was 2,775,300. Year 2004 marked the first signals of job expansion ending with a monthly average of 2,803,200 jobs. Finally, in 2005 the annual monthly average maintained some of the momentum of the previous year ending with 2,836,900 jobs on average. Wisconsin's annual net improvement in total jobs has also continued throughout year 2006 and is projected to show continued growth at year's end.

Over the past five years, there have been gradual changes in the state's labor force indicating a slower pace of growth. In 2000, there was an annual average of 2,996,091 participants statewide and 2005 ended with an average of 3,041,470. This growth is somewhat commensurate with the state's net job growth over this short term, but year-to-year comparisons between jobs and labor force growth have been erratic. Case in point, the state's labor force had fewer participants in 2005 than it had in 2003, despite a net increase in jobs. Though there are always inherent caveats directly comparing job totals to labor force, the decrease in total labor force was a reflection of fewer *unemployed* in Wisconsin, while maintaining stability in its portion of employed in the labor force totals. The state's unemployment rate for 2005 (annual average) was 4.7%, down three-tenths of a percentage point from 2004.

Nonfarm wage and salary employment was relatively stable throughout the months of 2005. A fairly seasonal state, Wisconsin's job numbers never departed outside of monthly expectations and continued growth from an annual perspective. The last quarter of 2005 and into 2006 began to show slight moderation in annual job growth compared to the much faster growth rates in 2004, but there was much more capacity for faster job growth in 2004, comparatively.

Manufacturing, the state's largest employing sector, continues to lose *share* of total employment despite modest employment growth in 2005. In 2001, manufacturing employment composed 20% of all Wisconsin nonfarm wage and salary jobs and by 2005 this ratio dropped to 17.8%. The hastened real and relative loss of manufacturing jobs, taking full course in 2001, abated as of year-end 2003; the year with the softest job market in Wisconsin since the early 1990's. This

is not to say that this sector is still not experiencing structural changes in its job levels, but the mass layoffs and plant closing have seemed to dissipate relative to a few years ago. Despite the state's loss of manufacturing employment share, 2005 did measure a net job increase adding 3,800 jobs for a total of 506,500 jobs in 2005. This was the first annual gain in manufacturing employment since its peak employment in 1999 and year 2006 should also post a modest gain at the year's end. 2005 marked the return, in earnest, of discussions of skilled worker shortages. This issue has become much more salient among manufacturers around the state as they express difficulty in attracting highly-skilled occupational sets, such as tool and die makers, designers, etc. Worker shortages hold back capacity for business output, and obviously, they hold back high-paying employment. This is a serious issue in Wisconsin.

The state's fastest growing industry sectors as of 2005 were health services (also experiencing labor shortages); leisure and hospitality; professional and business services; and construction. All of these sectors' employment, with the exception of professional and business services, was fairly resilient during the most recent recession and its subsequent recovery. Professional and business services employment dipped during the most recent downturn and its recovery was tied to the need for immediate manufacturing labor as orders for product increased. Temporary employment agencies as well as other personnel outsourcing businesses' (classified under professional and business services) payrolls increased rapidly in 2004 through 2005 as manufacturers business activity expanded. In fact, the growth of professional and business services employment has likely masked growth in manufacturing staffing levels, but to what precise extent is unknown.

Though unemployment rates have reduced from their recent high water marks recorded in 2003, there has continued to be considerable employment difficulty in particular regions of Wisconsin. There are generally four areas in the state continuing to experience robust population growth, economic development and thus, job growth. These include the southeastern border counties to the rapidly expanding Chicago metro area, the Madison metropolitan area, the combined Green Bay and Appleton metro areas, and the northwestern counties in Wisconsin that find themselves to be part of Minneapolis/St. Paul metro area. At the same time, areas in the state that have large urban populations, such as Central City Milwaukee, the City of Racine and the Janesville Metropolitan Service Area have seen much less robust expansion of job opportunities enjoyed by other regions. Thus, while the state saw an average unemployment rate of 4.7% in 2005, the densely populated urbanized areas of the state were still experiencing annual unemployment rates ranging from 5% to 6%. The central cities within these metropolitan areas measured rates between 7% and 9%.

Council on Workforce Investment

The themes of *Grow Wisconsin* are integrated into the mission, vision, goals, objectives, strategies, and action steps that the CWI has developed and refined over the last two years. This strategic direction has framed CWI activities toward achieving "Qualified Workers for Quality Jobs" as the ultimate goal for Wisconsin's workforce investment programs.

The **Executive Committee** focused much of its efforts in PY05 on efforts to improve the effectiveness of the CWI, establish priorities for PY05 and PY06 funding, and implement and oversee CWI-approved projects. The **Workforce Strategies Committee** continued to focus attention on development of regional partnerships, regional and industry-specific skill needs, and upgrading the demand to advance a high wage, high growth economy. The **Workforce System Development Committee** concentrated on ensuring a comprehensive, effective and

accountable workforce system to deliver education and training services. Specific activities by the full CWI and its Committees are summarized below:

- Presentations on industry-specific initiatives being conducted by various state agencies, among them the WTCS Advanced Manufacturing Solutions Initiative, the DWD's Healthcare Workforce Development Task Force, and state agency efforts to link workforce and economic development to support Advanced Manufacturing.
- Presentations that advance regional workforce investment such as the Life Long Learning Account pilot programs conducted by the Center on Adult and Experiential Learning.
- Development and adoption of policy recommendations to the Governor for improving coordination, cooperation, and service delivery in the Milwaukee area. The CWI's Workforce System Development Committee also began developing a second round of recommendations to advance a more streamlined, effective Job Center infrastructure.
- Development and adoption of draft regional metrics, a set of measures that together can serve as a "scorecard" by which GROW regions can both identify workforce development goals and track progress. To complement the regional metrics, the CWI also began to consider "dashboard" measures specific to the one-stop infrastructure.
- Approval of various CWI project proposals and Dislocated Worker activities including a University of Wisconsin-Milwaukee study on Milwaukee County's workforce system and a study by Southwest Wisconsin Technical College of Advanced Transformer Dislocated Worker Program.
- Input into development of the 2006 Workforce Information Grant plan and the Bridges to Work (Medicaid Infrastructure Grant) Strategic Plan.
- Partnering with Wisconsin Forward Award (WFA), Inc., in a Gubernatorial reception honoring all WFA Award recipients since 1997 and current CWI members.

Workforce Investment Act State Set-Aside Funds: CWI Key Initiatives

WIA set-aside funds are used in three ways in Wisconsin. They are:

- DWD's Secretary's Office earmarks the remaining funds for special Governor's projects that support career ladder opportunities particularly for under-served populations in both urban and rural areas.
- The CWI had \$500,000 available for key initiatives.
- DWD Division of Workforce Solutions (DWS) provides support to the state's One-Stop Job Centers for technical assistance, Information Technology (IT), and other infrastructure costs.

Highlights of the projects are provided below:

Governor's Special Projects

Milwaukee Job Development, Incorporated (MJDI)

This project provides funding to strengthen the connection between job seekers and the business community in Milwaukee. MJDI will work in cooperation with other Milwaukee Job Center partner agencies to bring an innovative approach that incorporates both a demand-driven and family-supporting philosophy to increase the number of people trained and placed in jobs that offer career advancement potential.

Wisconsin Community Action Program Association (WISCAP)

The WISCAP Skills Enhancement Program which is expanded statewide through this funding provides funding to Community Action Agencies to provide training opportunities to low income

working families. The Community Action Agencies are partnering with technical colleges, workforce development boards, job centers and employers to provide the job training to help move participants into careers with family-supporting wages and opportunities for advancement.

Initiative for a Competitive Milwaukee

This project provides partial funding to conduct an inner city business outreach program in Milwaukee to determine business workforce and expansion needs that will contribute to a plan to focus business development in the urban core where unemployment is the highest.

Milwaukee Mayor's Workforce Collaborative

This capacity building grant will assist the state's largest city to develop a workforce strategy to address inner city unemployment and skill development. This effort will link public resources with private and philanthropic resources with a key goal of obtaining funding from national foundations.

Milwaukee Summer Youth Project

After several outbreaks of significant violence in the spring of 2006, the Governor targeted funds to the city of Milwaukee to expand a summer youth program to provide productive activity for more urban youth.

Smart Papers/Park Falls

This project was approved by DOL to reprogram funds to support the application for energy funding to convert a paper mill to a bio-diesel plant.

Wisconsin Regional Training Partnership (WRTP) Industrial Retention & Renewal

This project will explore the development of an early indicators system to identify companies that could benefit from early intervention, prior to issuing a 60 day WARN notice.

Beloit OIC Workforce Connections

This project provides intensive employment services to young minority males, ages 18-30 in the city of Beloit where there is a high unemployment rate, especially among African-American males.

Corrections Construction Training Project

This project trains ex-offenders in Milwaukee in entry level construction skills. Candidates are referred to WRTP for assessment by the state Department of Corrections.

Safe Patient Lifting Initiative

This incumbent worker demonstration project provides small training grants to health care entities that have implemented a non-lifting work environment given that injury prevention was identified as a significant retention issue in healthcare and with an aging workforce.

Project Lead the Way (PLTW)

In partnership with the state's public K-12 system the second year funding will support the expansion of PLTW programs at the high school level. Per direction from DOL, this school year will involve more connections with Youth Councils and ensuring that WIA eligible youth have access to the program.

CWI Initiatives

Grow Regional Opportunities in Wisconsin Region by Region

The CWI recommended funding six regional partnerships to promote regional approaches linking economic and workforce development throughout the state (augmenting \$390,500 from PY04 funds). The GROW program in Wisconsin preceded Department of Labor's (DOL) Workforce Innovations in Regional Economic Development (WIRED) Initiative by six months, but mirrors many of the goals of linking workforce and economic development. Of note, one of the GROW regions in Southeast Wisconsin was chosen to be a Virtual WIRED region.

CWI Special Innovations Projects

The CWI reserved funding for Special Innovation Projects to advance three of the CWI's six objectives: targeted regional priorities, service delivery system improvements, and coordination/collaboration. Through a competitive bid process, three projects were approved, \$100,000 each, for implementation in PY06:

- Advanced Manufacturing Efficiency and Productivity Improvement Project with the Racine Area Manufacturers and Commerce to increase the efficiency and productivity of advanced manufacturing workers and workplaces by aligning and integrating the education and training supply chain across workforce development, technical colleges, the University of Wisconsin System and employers.
- Technology Based Job Center Project to develop and implement a virtual internet-based "Job Center" that can be used as an alternative or supplement to on-site services in three primarily rural areas (Southwest, North Central, and Northwest WDAs).
- Regional Distance Learning System to Support Training in Career Pathways Project to establish a distance learning platform within the South Central WI region that will broaden access to industry-driven education and training for future and incumbent workers.

Advanced Transformer Displaced Worker Study

The CWI supported a study conducted by the Southwest Wisconsin Technical College of the impact of training on 625 employees who were laid off from Advanced Transformer in Platteville in 1995. The study is tracking the laid-off workers to assess a variety of potential impacts, including short-term specialized training, technical education, four-year education, pre-layoff quality of life versus current day quality of life, and overall community in order to assist in future planning of the most effective services for dislocated workers.

Workforce Development Board Leadership Development

This continues the WDB Leadership Development program funded in PY04, which resulted in eight WDBs engaging in the Wisconsin Forward Award's Baldrige Express on-line organizational assessment.

Workforce Development System Staff Credentialing

This continues the program started in PY04 to provide systemic training of WIA staff and managers for continuously improving the quality of Job Center services. The funds support a professional credentialing program that certifies staff who, through education, training, and experience, improves work-related skills and knowledge.

Wisconsin Forward Award

DWD continues to provide support for the state's quality improvement award program that also assists the WDBs and job center system. The Governor's Executive Order gives the CWI a policy role for the Wisconsin Forward Award (WFA) and the WFA Board includes a CWI Council member and a WDB Executive Director

DWS Projects

Job Center Information Technology Support for Performance Database System

Wisconsin's Automated Systems Support for Employment and Training (ASSET) system is the state's performance measures database system. Resources are spent to support IT maintenance of the system as well as enhancements that are needed to obtain timely data.

Wisconsin Incentive Awards and Technical Assistance and Training (TAT)

Wisconsin allocated \$300,000 of PY05 funds for incentive awards to WDAs that met or exceeded all PY04 WIA performance standards, and to support statewide and local TAT efforts. Six of the 11 WDAs received incentive awards for a total of \$74,989. The remaining funds are being used to support corrective action TAT for four WDAs that consecutively failed the same performance standards.

The statewide TAT Plan also provided the following activities:

- **WIA Literacy and Basic Skill Assessment for Adults** - DWS partnered with the WTCS in three one-day trainings on WIA literacy and basic skill assessment for adults with a total of 59 local staff participants.
- **Improving Performance on WIA Earnings Measures** - DWS sponsored four trainings on the WIA Title I earnings measures conducted by Tim Harmon, the training curriculum developer for Workforce Enterprise Services, with a total of 82 participants.
- **Wisconsin Technical Assistance and Training Work Group** - This technical assistance work group meets regularly to assist in the development and implementation of statewide technical assistance and training. Membership is comprised of WDB and DWD/DWS staff, and includes members who also serve on the Wisconsin ASSET User Group and WIA Youth Council.
- **WIA Worker Training Web Site** - DWS staff continued to update and enhance this on-line technical assistance and training resource for staff working on WIA Title I programs.

Job Service Operations

Throughout the last program year, Job Service has incorporated an institutional focus on Governor Doyle's *Grow Wisconsin* initiative. Bureau priorities have included the health care industry, manufacturing, and construction, and jobs that offer benefits. Job Service will be adding higher wage jobs to this list. Job Service has created *Grow Wisconsin* liaisons in each WDA in the state. These liaisons focus efforts on the health care, manufacturing, and construction industries as well as jobs that offer benefits.

Additionally, the Job Service Bureau Operations Plan was implemented in July 2005. As a result of its implementation, local districts have been prompted to plan services strategically, to foster partnerships, to focus on bureau priorities, and to develop new service strategies.

To promote collaboration, the Veterans program was incorporated into the Operations Plan. This ensures that Local Veterans Employer Representatives become integral members of business service teams. A series of trainings were provided for WDB's and Job Center partners on "veteran's priority of services" and related issues. Additionally, Job Service created the "Hire Vets First" promotional campaign in Wisconsin, which garnered national recognition.

Job Service has placed an emphasis on service to businesses and framing services in a demand-driven modality. For instance, Job Service has adopted a call center approach to job order processing in several of the WDAs. This improves service to business and frees up staff to do higher level business service functions, such as specialized recruitments and pre-screening.

Job Service has met or exceeded all of its federal performance standards for Public Labor Exchange programs, reemployment services, Trade Act services, and Veteran's services. Job Service successfully negotiated new performance standards with the DOL for the Veteran's program and Public Labor Exchange services for PY06. Tracking and meeting WIA system measures will ensure that Job Service, as part of the Job Center system, is accomplishing *Grow Wisconsin* priorities as delivered at the local level.

Strengthening Connections Between UI and One-Stop Delivery Systems Project

The "Wisconsin Reemployment Connection – A Network of Connections to Return to Work" project, funded by a DOL demonstration grant, finished providing services to participants as of March 2006. DOL's candidate selection focused on states that had a workforce development agency that was flexible, open to innovation and interested in bringing their Unemployment Insurance (UI) and One-Stop (Job Center) systems together. The grant was to improve connections between the UI division and their service to customers with the Job Service staff (part of DWS) who work with customers and their employment needs. These connections existed historically, but had diminished significantly in recent years with the establishment of the UI benefit call center approach to service provision. In total, 2,151 participants were served during the course of the demonstration project. Some key successes included the enhanced positive impact and perception for the Job Centers in which these services were located and improved customer satisfaction. In addition to creating stronger relationships between UI and Job Service staff, the project's successful model will be incorporated into the regular provision of Reemployment Services (RES) as appropriate.

Strategies for Service Improvement

WIA Local Plan Guidelines Part 2 - To continue the forward movement of Wisconsin's public workforce development system, DWS issued the second round of WIA Local Plan Guidelines in December 2005. Areas of emphasis include:

- **High Wage Training** - To ensure that critical resources are being focused on preparing more people for higher wage jobs, and recognizing the strong connection of training to a "ready" workforce, WDBs are required, beginning in PY06, to spend 35% of their WIA funds for the Adult and local Dislocated Worker and Special Response programs for training in high wage occupations.
- **Business Services Team** - To promote collaboration among the WIA partners and coordinated services to employers, WDBs are being required to establish a Business Services Team for each Comprehensive Job Center and its affiliated Access Points of Service. The Business Services Team will work to attach the WDAs identified targeted employers (high wage, high growth, health care and other targeted industries) to the Job Center.
- **Improved Consistency** - To strengthen the Job Center System each WDB is being required to identify the Comprehensive Job Centers and Access Points of Service in their WDA. Each Comprehensive Job Center must meet the Job Center Service Standards. This overall effort will help provide for consistent service in Job Centers, increase collaboration among partners and improve governance by clarifying roles and responsibilities.

Workforce Programs Roundtable - The annual WIA, Dislocated Workers and Job Center roundtables were combined into a day-long, Workforce Programs Roundtable attended by 137 WIA adult and youth programs staff and managers, WDB directors and staff, Job Center and Job Service staff and directors and Division of Vocational Rehabilitation Services staff and managers.

Leadership Assessments - As referenced earlier in this report, under WFA and WDB leadership development, results from the Baldrige Assessments will be used for continuous improvement.

Wisconsin Certified Workforce Development Professional Program through the National Association of Workforce Development Professionals

Each of the 11 WDAs received a \$2,000 grant (PY04 set-aside funds) for the Wisconsin Certified Workforce Development Professional Program Certification. The certification process was established through the National Association of Workforce Development Professionals (NAWDP). In recognition of the importance of a common foundation of staff competency across the Wisconsin Job Center system, the intent of the grant was to provide the opportunity for professional growth and development. Thus far, the certifications increased from 26 in November 2005 to 100 in September 2006.

Assessments and Evaluations

WIA provides an opportunity to strengthen existing partnerships and develop new partnerships that will reinvigorate and enhance the workforce investment system. In this spirit of integration and collaboration, Job Service has adopted the same goals used for services provided under Title 1 of the WIA. These goals include helping to provide a framework for the collaboration of WDBs, Local Elected Officials, businesses and other partners to continue the development of workforce investment systems that address business and worker needs, deliver integrated, user-friendly services, and are accountable to the customers and public.

Dislocated Worker Program

In calendar year 2005, Wisconsin received 117 notices of mass layoffs or plant closings covering nearly 11,700 workers. So far in 2006, 68 notices covering almost 6,000 workers have been filed. Wisconsin's traditionally large manufacturing sector continues to experience many layoffs.

In PY05, there were 101,000 eligible dislocated workers in the state. Services were provided to over 15,000 dislocated workers. The WIA local dislocated worker program served 9,400 individuals. Dislocated workers were also provided assistance through state reserve funds (2,300) and National Emergency Grants (1,600). The Trade Adjustment Assistance (TAA) program covered almost 5,000 workers. Total funding for all programs was \$52.1 million.

State Program and Product Development

Wisconsin workforce development system launched several new financial literacy initiatives.

- **New Focus on Financial Literacy in Job Centers** - DWD, in cooperation with the University of Wisconsin Extension Service, trained 230 job center staff about providing financial literacy information to job seekers. They also received training on how to use the new Financial Education DVD.
- **Financial Education DVD** - A newly produced DVD, "Your Financial Future," will be made available to job seekers and Dislocated Workers in PY06. The DVD addresses such topics as how and what benefits to sign up for when you learn you will be dislocated from a job, managing money between jobs, developing a spending plan that accommodates employment retraining, contacting creditors, restructuring debt, laws and protections regarding pension or other employer sponsored investment accounts as well as many other topics. The DVD is interactive and accommodates different adult learning styles – including a discussion by a field expert as well as showing a family managing a particular problem or situation.
- **Financial Literacy in Northcentral WDA** - Students in the WIA program are given several choices when completing the Financial Literacy Training. Connexus Credit Union does a workshop twice a year that provides students with information on the following topics: how to budget money and prepare a monthly budget; how to choose a bank and set up a checking account; how to fill out checks and balance one's account; the use of a debit card; credit cards – pros and cons; credit history and how it may affect your future; quick money, cash and go pitfalls, and identify theft. If unable to attend the workshop, students may choose to complete components of a CD called "Money Smart, CBI."

Wisconsinjobcenter.org

In an effort to reach job seeker and business customers with information and services that meet their needs when they need it, a redesign has begun of the wisconsinjobcenter.org website. The redesigned site was launched November 1, 2005. The redesigned site now serves as the employment entry point on Wisconsin.gov.

Bureau of Workforce Information (BWI) publication series

A series of publications mirroring the Career Posters published by the BWI are in development. In 2004, the construction industry was published. The manufacturing booklet and posters were published in 2005. Details on the industry with forecasts for regions of Wisconsin through 2012 are included. The career areas of Education, Finance and Insurance, Health Care, and Info-Tech will follow.

Individual Training Account conversion

Wisconsin's Statewide List of Eligible Training Programs and Providers shifted to a database platform that allows more rapid and specific comparisons of programs. The system was launched February 1, 2006.

Disability Program Manager

The following are just a few examples of how the Navigator project has an impact on the local Job Center. The examples demonstrate the three focus areas for the Navigator: Working with individuals; system change; and working with employers.

Navigators help businesses create a mental health friendly work environment. Companies that proactively address overall mental health in the workplace can realize significant benefits. Mental health friendly practices can bring greater productivity, reduced insurance costs, and improved retention. They can, in fact, affect the entire culture of the company.

The Disability Program Manager (DPN) program has brought a level of service to the population that is traditionally served through Division of Vocational Rehabilitation (DVR). Because of funding restrictions and waiting lists currently with DVR, the DPN program has afforded the flexibility for disabled customers to gain access to case management and employment related services and advocacy through the DPN program, where they may have to otherwise wait for the service for a period of time.

Through collaboration with Wisconsin Women's Health Foundation and the National Kidney Foundation, DWS participated in an informational luncheon for African-American women and health issues. There was a wealth of information on mental health, medical benefits, social security and various testing facilities for blood pressure and glaucoma. The Navigator booth gave information on disability related tax credits and deductions for employers and employees, federal bonding, and various resources within the community and Job Centers. We also ran the new video on resources within the Job Centers across several states.

From September through December of 2005, Wisconsin's Chief Navigator managed a national response to help persons with disabilities reconnect to employment and needed life services in the wake of hurricanes Katrina and Rita. Eight of Wisconsin's 15 Navigators rotated on site in Louisiana and Mississippi for two week periods throughout that time. Serving as the fiscal agent for a multi-state relief effort, the Wisconsin program coordinated efforts of 11 states and is working with Louisiana to establish their own Navigator program.

Commitment to Job Counseling - DWD has begun efforts to re-invigorate employment counseling in Wisconsin Job Centers. During the WIA biennial planning process a group of local front line staff identified the need to strengthen counseling in the job centers. A workgroup has been established and is working on new processes and guidance to local counselors. DWD has committed to providing one certified employment counselor in each WDA. That counselor will coordinate employment counseling efforts in all Comprehensive Job Centers in the WDA.

Workforce Development Area Activities

Bay Area Workforce Development Area Success Stories

Bay Area Workforce Development Board, Inc.

317 West Walnut Street

Green Bay, WI 54303 – www.bayareawdb.org

Our Vision - *The vision of the Bay Area Workforce Development Board is that job skills and educational levels are increased, quality of life of all individuals is enhanced, while employers' needs are met.*

Our Mission - *The Bay Area Workforce Development Board, Inc., consisting of selected community representatives, develops a skilled workforce by strategically allocating and coordinating resources to address community needs by working through others for the benefit of all.*

They inspired me and gave me hope

I am writing this letter to thank the Job Center for the great services you offer and also for the opportunity to meet the wonderful staff you have working there. I became a Dislocated Worker when my job working on a mobile MRI scanner ended February 2006. Unemployment sent me a letter stating I needed to attend a class at the Job Center; what a blessing that turned out to be. One of the publications that really caught my eye was "adjusting to unemployment;" taking you through each state of what an unemployed person might feel was so helpful to me. We talked about going back to school and what services would be available to me. The staff gave me encouragement and redirection. I really needed that, at that point in my life. The staff's energy and cheerfulness was addicting. They inspired me and gave me hope. I signed up for Wisconsin Careers and a computer class. The computer class I attended was awesome! I have told everyone, I know about the A+ services you offer and great people you have working there. Shawano is very lucky to have a place like the Job Center. In closing, I'm so very happy to say I have found work and start my job as a Radiology Assistant.

Milwaukee County Workforce Development Area Success Stories

Private Industry Council of Milwaukee County

2338 N. 27th Street

Milwaukee, WI 53210-3100 – www.milwjobs.com

Our Mission - *The Private Industry Council of Milwaukee County, a Workforce Development Board, is a public/private partnership between government and business which plans, administers and coordinates employment and training programs for adults and youth in Milwaukee County.*

Here are stories of two participants enrolled in a WIA Customized Training for Medical Assistants (MA) that was conducted by the Islamic Society of Milwaukee. Two successful customized MA trainings have been conducted, and these are probably more typical, rather than unusual, stories of their participants.

From odd jobs to \$12 an hour with benefits

N.N. is a midwife from Algeria with a four year degree. In the U.S. she has worked odd jobs to try to make ends meet. These have ranged from babysitting to cleaning. Her husband works as a part-time janitor, although he is an engineer by training. They have three children. Prior to enrolling in the MA program, she was desperate to find a good-paying job that could become a career. After completing the MA program, she was placed in a busy OB/GYN and Family clinic for her six weeks of clinical training. After just three weeks, she was hired by the clinic. They were very impressed with her experience and ability, and, after completing the MA training, she was able to use medical terminology and was familiar with clinical techniques used in the U.S. Currently, the clinic transferred her to their main hospital site and relies on her to do a variety of procedures. She is paid \$12+/hr with benefits, with an increase expected in the next few months.

Outstanding student overcomes language barrier

Z.C., a pediatrician by training, had been working in the meat packing industry. She was frustrated with illness due to the cold environment in which she worked, and depressed because there were no benefits or opportunities to advance. She left the meat factory and was unemployed. Although language was a real challenge for her, she was an outstanding student. The first clinic where she was placed for clinical training did not work out because some of the employees were not willing to take the extra step and work with a Limited English Proficient (LEP) individual. She was then transferred to another clinic that has a number of LEP

employees. With guidance from committed physicians and employees, she is now not only an MA but is also being personally trained by the physicians to function as a Physician's Assistant. Her salary, which is currently \$12+/hr with benefits will surely jump in the next six months. She is married and has teenage children. She talks frequently of how her success is motivating her children to be successful.

Once evicted and unemployed, he's now a dining room supervisor

Mr. J is a carry-over participant inherited by Wisconsin Community Services when taking over the WIA contract at the YWCA in January 2006. Mr. J's goal was to achieve a certificate in Culinary Arts through Milwaukee Area Technical College and become a Food Service Manager. He started his training on 3/17/05 and successfully completed it on 5/20/06. Mr. J was determined to work diligently towards his goal. However, prior to his employment, he experienced some obstacles that his WIA case manager was able to assist him with: Mr. J went through a divorce and lost his wife and child. His landlord evicted him because he was unable to pay the rent. WIA paid for an attorney to assist him but the landlord raised the rent and he lost his job, therefore he could not pay the rent. Mr. J went to reside at the Rescue Mission and unfortunately, someone stole all of his belongings. His WIA case manager sent him to a couple of free agencies for clothing and paid for some items needed for work. Mr. J had no transportation so WIA provided him with bus tickets. On June 5, 2006, Mr. J became employed at St. Camillus. He is making \$12.25 per hour and working 30+ hours per week. He is a Dining Room Supervisor and loves his job.

North Central Wisconsin Workforce Development Area Success Stories

North Central Wisconsin Workforce Development Board

1121 West Grand Avenue

Wisconsin Rapids, WI 54495-3349 – www.ncwwdb.org

Our Mission Statement - *To create the highest quality of life in our communities by focusing on solutions to workforce development issues.*

Our Vision - *Be known as the leader to partner with government, business and local agencies to achieve a quality workforce and thriving economy that produces a high per capita income and a lower poverty rate through an integrated service delivery system.*

Our Core Values - *We value identifying individual potential and investing in human development. We champion collaboration and innovation. We value diversity. We value flexibility and integrity. We will serve those who need us regardless of challenges or barriers. We value a high-quality standard of life for all.*

Overcoming adversity and making it to college

When I met the young man I am writing about, I was immediately struck by his respectfulness and integrity. He was in his junior year of high school and living in a foster home. As I got to know him through the support of WIA services, I became enamored by his spirit to persevere and to overcome adversity. He had come from a very unstable and abusive household, with his parents and siblings in and out of jail, and offering little to no support. Early in his last year of high school, his foster home became unstable and he got bounced around and returned home for a bit. When he turned 18, he decided to take things into his own hands and go out on his own. Through times of transitional living, homelessness, lack of transportation and employment, he managed to complete high school with a high enough grade point average to get into college. He recently started working a full-time job, earning a livable wage with benefits

and will soon be securing permanent housing. He has been accepted and is planning on starting college in January 2007.

Hearing impairment doesn't stop hard worker with positive attitude

We have been assisting a WIA participant with a hearing impairment to complete the Residential Building Services program through Northcentral Technical College. Once the participant completed the program, we began the job search with the help of DVR. It was a difficult challenge finding an employer who would accommodate the disability and provide good wages and benefits. After a year-long search, our participant is now successfully employed at Wausau Homes. Our participant is a hard worker, with a positive attitude, that will be an asset to the business. A special thank you goes to Wausau Homes for stepping forward to hire a competent worker.

Awe-inspiring example and mentor to her children

I began working with my client in March 2005. She was referred to me and the WIA program in March 2005, by a Wisconsin Works (W-2) Case Worker. My client is a single mom with four children age 4, 8, 11, and 12 years old. She has been working with the W-2 Program since 2001. In May 2003 she completed her GED. She knew she would have to upgrade her skills through further education or she would have an extremely difficult time becoming self-supporting. In fall of 2003, she decided to enroll at the local technical college to get an Associates Degree in Accounting. She realized the price would be high, because she also needed at least a part-time job to keep her household running. Going to school, taking care of her children and working would be an enormous decision and commitment. In May 2006, she accomplished what she thought was an insurmountable triumph. She consistently earned grades of A's and B's, which is a reflection of the dedication and hard work she had put forth during school, while working and raising her family. She was also awarded "Student of the Year" and Wisconsin Women Work "Scholarship Recipient" in 2005. Today, two months after completing her education, she is working full-time for a local business in the area of her training. She is, without question, an awe-inspiring example and mentor to her children, and overwhelmingly should be considered as the WIA Participant of the Year.

Thanks so much for referring her to us

I have a WIA out of school/older youth for a client who has completed so many of her career goals so quickly and with such determination that I felt compelled to share her success. Last fall and with much excitement, she enrolled herself in the WIA program because she was tired of working entry-level jobs and wanted help to enter into the childcare field. She knew WIA could help. She first enrolled in a childcare correspondence class through WITC in Rice Lake. She worked hard and completed the class very quickly earning herself an A. She is now enrolled in a second childcare class. She participated in a 180-hour, WIA paid work experience activity at the YMCA of Rhinelander in their childcare department. Because of her hard work there, she received the NCWWDB Employability Skills Certificate and was hired by the YMCA. Her supervisor wrote, "We really enjoy having her and she does an excellent job with the children." In July of this year, FSC referred her to a vacant teacher's assistant position at a well-respected daycare in Rhinelander. She was offered a job because during her interview she took the time to interact with the children and she related so well with them. The owner of the daycare told us, "Thanks so much for referring her to us. She's AWESOME!"

Northwest Wisconsin Workforce Development Area (CEP) Success Stories

Northwest Wisconsin Workforce Investment Board

422 Third St., W. Suite 200

Ashland, WI 54806 – www.nwwib.biz

Our Mission - *The Northwest Wisconsin Workforce Investment Board will create, and continue to improve, an innovative and quality strategic direction for the regional workforce development system.*

Our Vision - *By 2006 Northwest Wisconsin will have a system that employers, workers, job seekers and taxpayers will value as the system of choice for their workforce development needs.*

Special needs child prompts need for retraining

“J” is a 25 year-old man who was working part-time at a local garage for \$8.25 per hour. His employment goals changed quickly when he became the father of a child with Down Syndrome. Realizing that the child’s mother would not be able to work full-time because of their special needs child, “J” came to the Superior Job Center looking for assistance in job retraining. With funding available through the WIA Title I Adult program, CEP was able to provide the necessary support for “J”, and he successfully completed the Truck Driving Training Course at Lake Superior College in Duluth, MN.

Dislocated worker adapts to major life change

After nine years of employment, “D”, a single mom, found herself face-to-face with a major life change. She had become a casualty of a major plant closing. While attending a Job Service UI workshop at the Job Center in Medford, “D” became informed of CEP services and was interested in retraining. As a dislocated worker, “D” was eligible for services under the WIA Title I Dislocated Worker program and was able to enroll in Medical Transcription classes at North Central Technical College Medford Campus. Discovering that “D” was also qualified for TAA Services, CEP staff contacted the local TAA Coordinator, and “D” became co-enrolled in their services, as well. With coordinated effort, “D” received a great mix of services that assisted her with the completion of her Medical Transcription certificate. Because of this, she was able to gain a position of employment at Marshfield Clinic with great benefits for herself and her daughter, and a wage which provides a good standard of living.

Youth camp was just what she needed

The Crex Meadows Youth Conservation Camp is a unique opportunity for high school-aged youth to not only attend a camp atmosphere for a couple of weeks, but also get paid for working with the Wisconsin Department of Natural Resources, completing community-based projects. For many of the WIA eligible youth who attend Crex, this is their first job and their first time being away from home for an extended period. This can create a wide range of emotions for the students, especially homesickness or an uncomfortable feeling of having to meet new people. One example of a success story is as follows. “A” is a young woman who has had a rough life. A couple of years ago she lost her father and sister in a horrible automobile accident. Obviously, this tragedy affected her life in many ways. During the first day of camp, “A” spoke freely with the Camp Director about the tragedy and how she was going to do the best job possible of keeping her emotions under control. This was her first time away from home and her first job. After her two-week session it was amazing to see the influence the camp staff and positive atmosphere had on “A”. After only a couple of days of camp she earned the nickname Giggles, for her constant ability to laugh. Her positive attitude had a direct influence on nearly all of her fellow campers, as she was liked by all. On a few occasions, the Camp Director spoke

with “A” about her feelings toward camp and she was quick to mention that it was a place she loved and felt extremely comfortable. She admitted she was scared to death to attend in the first place, but said the camp programs, structure and atmosphere were exactly what she needed at that time in her life. When the time came to leave camp, many of the campers were excited to go home after two weeks of being away. “A” on the other hand, wanted to remain with her new friends and continue to work with the staff. During her teary departure she mentioned that she is anxiously awaiting the opportunity to return next summer.

Southwest Wisconsin Workforce Development Area Success Stories

*Southwest Wisconsin Workforce Development Board
1370 North Water Street
Platteville, WI 53818 – www.swwdb.org*

Vision Statement - *The Southwest Wisconsin Workforce Development Board is a collaborative partnership that continually supports community growth, worker success, and business prosperity.*

Mission Statement - *The Southwest Wisconsin Workforce Development Board shall oversee a workforce development system that continuously identifies and supports the needs of business and workers success, and promotes an environment conducive to economic growth through collaboration among business, labor, education and government.*

Core Values – *Market Driven; Customer Driven; Outcome Focused; Quality Driven; Coordinated; Comprehensive.*

Bankruptcy, car accident can't stop her

“M,” a single mom, struggled to support her four children on the family dairy business, eventually declaring bankruptcy, and leaving the farm. She came to the Platteville Job Center to talk with “Future Fields” staff. After discussing financial need, job interest, and local labor market, a decision was made for “M” to train to become a Certified Nursing Assistant (CNA) as first step in a health care career. Shortly after beginning training, “M” hit a deer – totaling her car and sustaining injuries. Job Center staff maintained weekly contact with her, encouraging her to continue with her plans. She was determined to complete training and after healing, she resumed training. She received assistance from Southwest Community Action Program to purchase another vehicle to complete schooling. As “M” moved closer to completing schooling, staff helped her develop a resume, cover letter, and worked extensively on interviewing skills and job search techniques. She completed her education and is very pleased and proud of her job as a Medical and Surgical CNA. She is a positive example for her children and they are very proud of their mom.

4.0 GPA makes confidence soar, leads to new career

“B” was laid off after working for a company for over 10 years. Finding herself as a 40-year-old woman with no college degree needing a job was unsettling. The opportunity to further her education was very important to her. She had taken a few college courses over the years but was never able to make the time and financial commitment to enter a degree program. The WIA and TAA program enabled her to financially meet the costs of becoming a full-time student. Losing her income put a strain on her family. Without the extended period of unemployment compensation, the mileage reimbursement, tuition and daycare assistance, schooling would not have been possible. Tuition assistance alone would not have been enough for her to finish a two-year program in Business Administration/Finance. Her experiences during the last two years of training have made her grow as a person. Her confidence soared when attaining a

grade point average of 4.0! She believes the confidence she gained shows through and now she has a good job as a Claims Examiner with a great company!

Two students chart career paths, become good role models

Two high school students who really stand out as success stories are “L” and “J”. Both of these students developed their employability skills through WIA, and have gone on to establish short-term and long-term goals. They have been good role models for other students with disabilities. “L” is a senior at Craig High School, who was placed through the WIA grant program at a “for-profit” daycare facility called Montesorri Children’s House. “L” had never had a job before, was immature, and her mother did most of the decision-making pertaining to her future. Since that time, she has become an exemplary employee at Montesorri, has gotten her driver’s license, and has plans to go on to receive training in the area of childcare/early childhood. “L” graduates in June.

“J” is another success story. “J” frequently displayed oppositional and argumentative behaviors in the classroom. “J” was later identified as a non-reader. Since that time, he has gone on to prove he can overcome his reading difficulty, establish realistic goals, and has taken on a leadership role as service aide in one of our programs. “J” successfully completed his WIA Grant Program hours at Mercy Manor in Janesville, which is a long-term treatment facility through Mercy Hospital. Staff was very pleased with his interactions with residents and his empathetic nature. Due in part to this experience, “J” was chosen to participate in a new work program funded by a Perkin’s 10% grant. He has been placed at MacFarlane’s Pheasant Farm in Janesville, with plans to keep him on after exiting high school. “J” also graduates in June.

Helping his family through tough times

“S” has been in the WIA Program for 2 years. He has two brothers and a sister living at home along with his parents. His father recently had his hours cut back from his place of employment in Dubuque. His mother was running a daycare service out of their home but, due to circumstances beyond her control, had to quit. As a result, money has been extremely tight for the last year or so. “S” also busses tables at a local restaurant and helps local farmers during the haying season. This year “S” used some of his money earned from the WIA Program to help buy school materials for the family. He also has helped the family with some of their monthly bills. He has mentioned more than once to his supervisor that he is extremely proud of being able to help his family get through some rough times, which is something that would not/could not happen without this program.

Waukesha, Ozaukee, Washington Counties Workforce Development Area (WOW)

Waukesha-Ozaukee-Washington Workforce Development Inc.

892 Main Street, Suite A

Pewaukee, WI - www.wowwdb.org

Our Mission – *The Workforce Development Board will be recognized as the catalyst for innovative workforce solutions, providing leadership and vision to advance the economic well-being of the region for employers, employees and job seekers.*

Guiding Principles – *The Workforce Development Board will be an efficient, accountable, customer-focused organization. The Board will strive to accomplish its Vision and implement its strategic plan, exercising leadership to positively impact the communities it serves and abiding by the following principles: Customer Focus; Competitive Performance; Shared Accountability; Staff and Board Development; Commitment to Partnership; Commitment to Results; Flexibility; Leverage Resources; Excellence.*

Dislocated Workers in the Waukesha-Ozaukee-Washington (W-O-W) Counties Workforce Development Area are successful in finding new employment or new career direction because of the Workforce Development Center partner agencies. Leaders of those partner agencies strive for continued improvement in the integrated service delivery continuum for Center customers. A participant in the Dislocated Worker program attributes his employment success to the services provided by the professionals at the Center. Here is his testimonial:

I am thankful every day for the center

A little over two years ago, “M” found himself out of work. He had been laid off from his IT job due to lack of program funding. After talking to some friends, he decided to pay the Workforce Development Center a visit where he found a friendly, caring, professional staff. During the early months of his layoff, he attended as many of the workshops as possible and tried many of the new ideas he learned at the Center. As months went by and job interviews were few and far between, the Center Staff helped keep him focused. He qualified for Dislocated Worker funding for a class at Waukesha County Technical College. After about a year and two months, and a lot of hard work, he landed on his feet in an IT consulting position. He firmly believes that had it not been for the professional help and dedication of the staff at the Center, and the class he was able to attend, he would still be unemployed or working part-time at a “go nowhere” job.

Regional Workforce Development Partners Join Forces

In an effort to build a comprehensive strategy for stimulating Southeastern Wisconsin's economy, the Waukesha-Ozaukee-Washington Workforce Development Board, Private Industry Council of Milwaukee County, City of Milwaukee and the Southeast Wisconsin Workforce Development Board have joined forces to transition the current Workforce Development Systems into systems that integrate regional and organizational perspectives, and provide comprehensive and seamless workforce solutions to the business, job seeker and worker communities. The Southeast consortium has been named Regional Workforce Alliance and its goal will be to build a workforce of qualified workers for quality jobs to meet immediate needs and future opportunities. The Alliance will use market-driven data and ideas to facilitate joint regional planning and align resources and strategies to contribute to the economic success of the region.

West Central Wisconsin Workforce Development Area Success Stories

*West Central Wisconsin Workforce Development Area
401 Technology Drive East
Menomonie, WI 54751 – www.workforceresource.org*

Our Vision For West Central Wisconsin – *Where all of our working age residents are productively employed in satisfying and rewarding jobs. Our businesses are profitable, responsible contributors to our communities; providing satisfying, rewarding career opportunities. Our communities are vital, attractive environments that provide for the needs of residents and businesses. Supported by an integrated workforce development system that meets area needs in an efficient, high quality manner.*

Our Mission – *Leadership to develop fully productive citizens, businesses and communities.*

Our Goals – *Maintain effective workforce development leadership and strategic direction for the region. Emphasize customer service and respond to rapidly changing workforce development needs. Align resources to meet community needs. Increase community awareness of workforce development issues and services. Maximize preparation for and participation in satisfying, rewarding job opportunities for all area workers.*

Dislocated farmer program helps him stake out new career

For 28 of his 46 years “B” had owned and operated Lone Oak Dairy farm outside of Dorchester. But by July 2005, years of poor milk prices left him still owing money even after selling off his herd. He needed to find work elsewhere soon even though he had been self-employed his entire adult life. Not sure what his options or skills were, he went to the West Central Wisconsin Workforce Resource at the Clark County Job Center. “B” was enrolled in the WIA funded Dislocated Farmer Program. Workforce Resource staff provided extensive career exploration, helped the self-professed computer illiterate enroll in a basic computer class and also helped him study for the Commercial Driver’s License written exam. He received financial assistance to pay for these items, as well as for the short job search which followed. He was hired as a grader operator for a local town. The position provided \$14 an hour plus benefits, enough to keep his home, care for his family and meet financial obligations.

Fulfilling a dream with help of WIA and TAA

“L” was a Dislocated Worker from Donaldson’s in Baldwin, WI. Before working there, she went back to Chippewa Valley Technical College (CVTC) and obtained her High School Equivalency Diploma. She began employment at Donaldson’s in 2000; a job she previously applied for but could not get without a high school diploma or equivalent. In January 2003, Donaldson’s downsized and business was outsourced to Mexico. “L” was one of the affected workers and decided to further her education. She began working with Workforce Resource, and enrolled in the WIA program. Workforce Resource Staff provided career exploration services that resulted in “L” returning to CVTC for the Licensed Practical Nursing program. She received services from both WIA and TAA to assist her with fulfilling her dream of becoming a Licensed Practical Nurse. She not only graduated and passed her state exams but went on to be a featured alumni speaker at graduation. She is working full time as a Licensed Practical Nurse making \$15.25 per hour.

Finding the perfect fit

“R” was 18 years old when he was registered for WIA services by Workforce Resource in Dunn County. He was eligible as a low-income person and an adjudicated delinquent. He was attending high school at Lucas Charter School as a senior and was getting closer and closer to graduation with no plans or goals for after high school. Workforce Resource started working with “R” his senior year providing career counseling, education exploration, and school support. When the partnership between Workforce Resource, OEM Fabricators, and Wisconsin Indianhead Technical College evolved, “R” appeared to be the perfect candidate for the accelerated welding training. He decided to participate in the training after obtaining his high school diploma. He spent two months in intensive training, and was so successful he was hired by OEM Fabricators, the sponsor of the training. “R” is still employed with them in a skilled trade that he says is the perfect fit for him.

Western Wisconsin Workforce Development Area Success Stories

Western Wisconsin Workforce Development Board, Inc.

402 N. 8th Street

PO Box 2908

La Crosse, WI 54602-2908 – www.workforceconnections.org

Vision – *The vision of the Workforce Development Board, Inc. is to provide a comprehensive, integrated, customer-driven and results-oriented system for workforce development that responds to the needs of the employers, job seekers, incumbent workers and youth.*

Mission – *The Western Wisconsin Workforce Development Board, Inc. is a collaborative, interactive, and coordinated network of training resources and support services that is providing and retaining a well-skilled labor force for employers in western Wisconsin.*

Dislocated worker lands dream job

As a dislocated worker, “R” was originally enrolled as a WIA participant and then co-enrolled in TAA. She had worked at a local manufacturing company in production and was laid off in August 2001. She was interested in and had good aptitudes for a non-traditional career in mechanical design. She started training under the WIA program. In June 2002, she was co-enrolled in TAA, which funded the rest of her training while WIA funding provided support services. “R” obtained an Associates Degree in Mechanical Design from a local technical college in 2003. She started employment at a local company as a mechanical designer responsible for all design activities on projects including equipment re-engineering and manufacturing process layouts. Unfortunately, “R” was once again laid off due to the sale of part of the company and downsizing. “R” was re-enrolled into the WIA program for assistance and support services while she conducted her job search. She quickly found re-employment at a local electronics company in the research and development department. She is still employed and says this is her “dream job.”

Future Fields program helps former dairy farmer discover new career

A dairy farmer had been self-employed for 25 years before economic conditions forced him to seek a new career field. He was enrolled in the Future Fields program through Workforce Connections, Inc. He had already done extensive career exploration before meeting with his Employment Coordinator at Workforce Connections, Inc. and decided to pursue a career as a truck driver. After being out of the job market for nearly two decades, he needed assistance with expansion of his skills to increase his employment opportunities as well as learning job search strategies. Workforce Connections, Inc. was able to provide support through Future Field program funding to assist him with his training, gas mileage reimbursement for travel to classes and lodging while he participated in training. His Employment Coordinator helped him with tips on interviewing and job search techniques. The former farmer was able to secure a job with a trucking company as a driver. He is enjoying the truck driving field and looks forward to his future!

Laid off molding worker pursues RN

A dislocated injection molding worker was laid off from a local manufacturer. He heard about WIA services while attending a rapid response meeting. With the help of an Employment Coordinator at Workforce Connections, Inc. he decided to work towards a career in the health care industry. He was able to start Licensed Practical Nurse classes at a local technical college with the help of a student loan and WIA funds. While he was going to school, he worked as a nursing aide at a local hospital and care center to maintain an income. WIA Funds were also used to purchase uniforms and shoes for both his schooling and his job. He received his Practical Nurse License and worked for a local hospital while continuing his education to pursue his goal of becoming a Registered Nurse. He is currently preparing for the NCLEX exam to obtain his license as a Registered nurse both in Wisconsin and Minnesota.

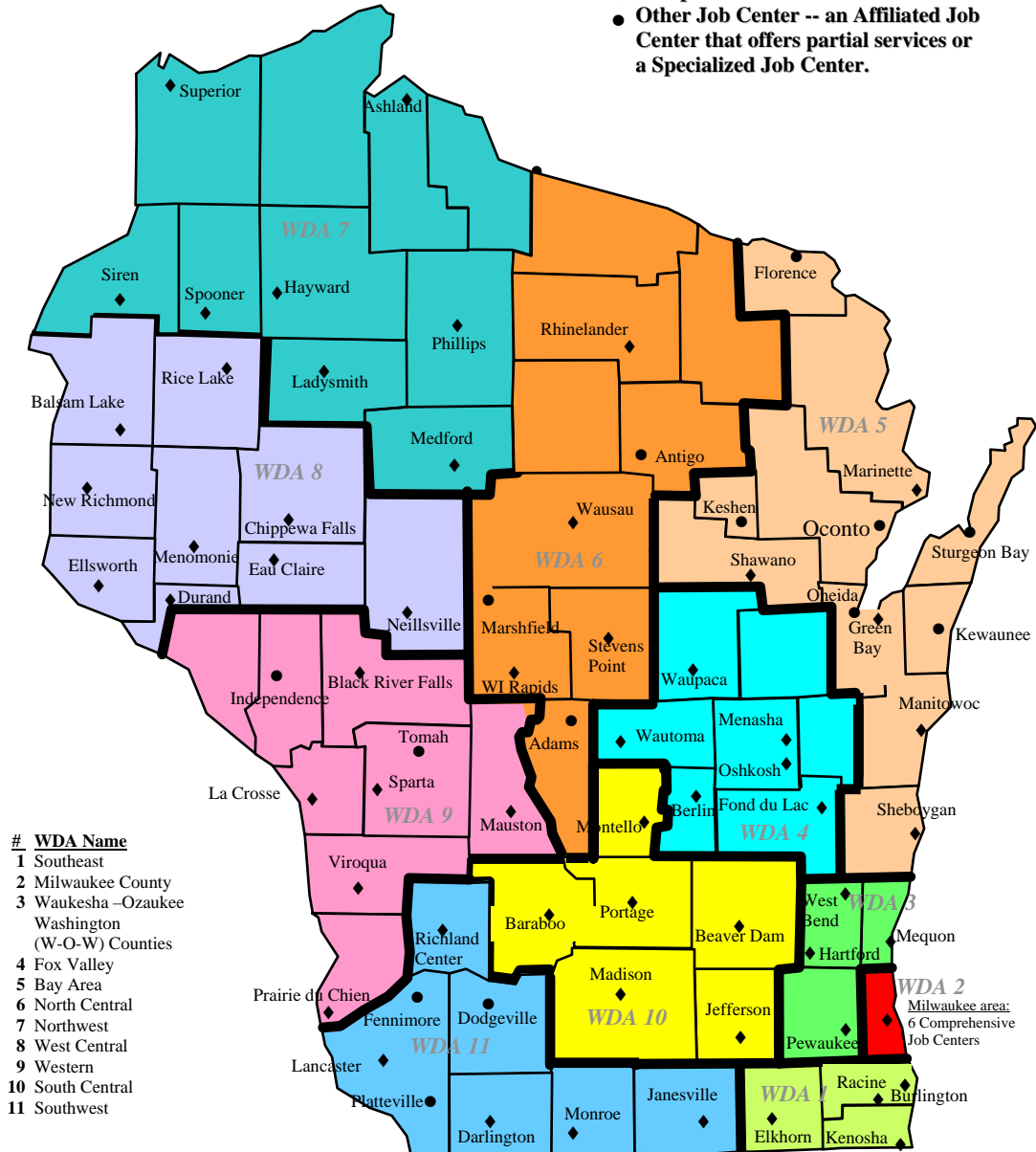
Farm program helps connect him to network specialist job

After managing a dairy farm partnership with his father for 15 years, the cattle and equipment were sold and this dislocated farmer started career exploration to find a successful career. He came into the Job Center in Crawford County because he had heard about the WIA Farm Program and wanted to get the education he needed to enter back into the workforce. An Employment Coordinator at Workforce Connections, Inc. helped him explore different careers

before he decided to enroll in the Network Specialist Program at Western Wisconsin Technical College. Workforce Connections, Inc. was able to provide him with funds to help pay for his classes and books, child care assistance and transportation assistance to and from school and business clothing for interviews. His Employment Coordinator also was able to help him with his resume, cover letter and job search assistance. In May 2004 he graduated and received his Associate of Applied Science Degree and is currently employed as a network specialist at a local telephone company.

ONE-STOP COMPREHENSIVE AND OTHER JOB CENTERS IN WISCONSIN'S 11 WORKFORCE DEVELOPMENT AREAS

- ◆ Comprehensive Job Center
- Other Job Center -- an Affiliated Job Center that offers partial services or a Specialized Job Center.



WIA Financial Statement, Program Year 2005

	Carry In	Program Year 5 Allotments	Total Funds Available	Total Expended	Remaining Balance	Percentage Expended
Adult	2,206,844	8,829,923	11,036,767	9,356,902	1,679,865	84.8%
Youth	2,598,912	10,740,849	13,339,761	11,617,626	1,722,135	87.1%
* Youth-Out of School (30% min)				4,693,240		
* Youth-In School (70% max)				6,924,386		
* Youth-Summer Employment				1,570,160		
Dislocated Worker	2,861,807	10,355,615	13,217,422	11,335,626	1,881,796	85.8%
State Rapid Response	1,666,051	4,794,266	6,460,317	5,704,663	755,654	88.3%
Local Administration	953,133	3,325,154	4,278,287	3,487,713	790,574	81.5%
Statewide Activities	2,627,759	6,713,966	9,341,725	5,911,078	3,430,647	63.3%
Total	12,914,506	44,759,773	57,674,279	47,413,608	10,260,671	82.2%

* Breakouts of Youth program, not included in the total

SUMMARY OF WIA EXPENDITURES as of June 30, 2006

Source: WIA Federal Financial Status Reports

	TOTAL	PY 2005	PY 2004	PY 2003	PY 2002	PY 2001	PY 2000	JTPA 1999	JTPA 1998
Adult	50,240,450	7,150,058	9,556,133	9,563,333	8,691,644	6,718,610	7,165,440	1,395,232	
Youth	56,295,280	9,018,714	11,588,394	10,291,967	9,901,923	7,633,191	7,369,435	135,848	355,808
<i>Out of School (30% min)</i>	20,755,491	3,789,204	4,470,262	3,801,481	3,487,971	2,572,095	2,471,002	56,734	106,742
<i>In School (70% max)</i>	35,534,948	5,229,510	7,118,132	6,486,484	6,413,957	5,061,096	4,897,589	79,114	249,066
<i>Summer Employment</i>	10,537,139	1,405,869	2,143,621	1,954,940	1,802,495	1,674,064	1,472,343	0	83,807
Dislocated Worker	51,469,986	8,473,819	10,887,848	10,460,734	8,253,598	6,746,401	6,213,769	433,817	
Rapid Response	23,743,405	4,038,612	5,040,671	4,842,932	3,821,110	3,123,335	2,876,745		
Local Administration	17,315,652	2,534,580	3,559,152	3,368,448	2,985,501	2,344,244	2,305,406	218,321	
Statewide Activities 15%	33,142,790	3,877,114	6,576,593	6,798,957	5,942,844	4,688,079	4,576,022	575,479	107,702
TOTAL	232,207,563	35,092,897	47,208,791	45,326,371	39,596,620	31,253,860	30,506,817	2,758,697	463,510

Out of School, In School and Summer Employment are breakouts of the Youth program.

SUMMARY OF WIA FUNDS AVAILABLE as of June 30, 2006

	TOTAL	PY 2005	PY 2004	PY 2003	PY 2002	PY 2001	PY 2000	JTPA 1999 Carry-in	JTPA 1998 Carry-in
Adult	51,920,316	8,829,923	9,556,133	9,563,333	8,691,644	6,718,610	7,165,441	1,395,232	0
Youth	58,039,757	10,740,849	11,588,394	10,291,967	9,924,265	7,633,191	7,369,435	135,848	355,808
<i>Out of School (30% min)</i>	<i>17,411,927</i>	<i>3,222,255</i>	<i>3,476,518</i>	<i>3,087,590</i>	<i>2,977,280</i>	<i>2,289,957</i>	<i>2,210,831</i>	<i>40,754</i>	<i>106,742</i>
<i>In School (70% max)</i>	<i>40,627,830</i>	<i>7,518,594</i>	<i>8,111,876</i>	<i>7,204,377</i>	<i>6,946,986</i>	<i>5,343,234</i>	<i>5,158,605</i>	<i>95,094</i>	<i>249,066</i>
<i>Summer Employment</i>									
Dislocated Worker	53,351,781	10,355,615	10,887,848	10,460,734	8,253,597	6,746,401	6,213,769	433,817	0
Rapid Response	24,499,059	4,794,266	5,040,671	4,842,933	3,821,110	3,123,334	2,876,745	0	0
Local Administration	18,106,226	3,325,154	3,559,152	3,368,448	2,985,501	2,344,245	2,305,405	218,321	0
Statewide Activities 15%	36,573,436	6,713,966	7,170,388	6,798,956	5,942,844	4,688,079	4,576,022	575,479	107,702
TOTAL	242,490,575	44,759,773	47,802,586	45,326,371	39,618,961	31,253,860	30,506,817	2,758,697	463,510

Out of School, In School and Summer Employment are breakouts of the Youth program. The percentages are either minimums or maximums as stated.

Wisconsin Cost Effectiveness Program Year 05

	Total Federal Spending	Number of Participants	Average Cost per Participant	Number of Exiters	Average Cost per Exiter	Average Wage at Entry into Employment	Average 12 Month Earnings / Change Replacement Rate *
Adult	\$10,263,707	5,481	\$1,873	2,844	\$3,609	\$4,147	\$3,674
Dislocated Worker	\$12,835,343	10,907	\$1,177	4,523	\$2,838	\$6,728	101.7%
Youth **	\$12,698,817	3,918	\$3,241	497	N/A	\$3,117	\$3,604

* Earnings change for Adult and Older Youth, replacement rate for Dislocated

** Number of Exiters, Employment entry wage and 12 month earnings for Older Youth only

Performance Measures

For the second consecutive year, Wisconsin met or exceeded all 17 negotiated performance measures. This success demonstrates the continuing impact of a number of factors that were implemented in PY04 and continued through PY05. These factors are summarized below.

Quarterly Performance Reviews

Performance reviews continue to be an integral part of ongoing quality assurance monitoring and continuous improvement at the state and local levels. The new reports examine most current quarter and "rolling four quarter" data views, which will become more useful over time. In the mean time, we continue to produce year-to-date performance summaries for the WDBs.

Performance Measures Training

PY05 has been a year of transition as we move toward implementing U.S. DOL's common measures policy. In response to feedback from past training activities, DWS provided a statewide performance measures training program with 147 attendees including WDB, TAA and case managers.

Supplemental Employment Data Reporting

This is our second program year of using supplemental employment data to obtain a more complete picture of participant outcomes. To improve how the field is reporting this information, DWS is providing a combination of training, technical assistance and policy development to ensure staff are aware of the reporting requirements and the consequences of using supplemental data in our performance calculations.

Program Year 2005 Performance Measure Results

Local performance continues to exceed expectations in nearly all categories except the younger youth measures. Performance has declined for these measures. There are two factors that caused this decline: staff turnover at the local board level and the ongoing implementation of U.S. DOL's Common Measures policy and reporting requirements. We are developing local monitoring tools that staff can use to ensure youth activities and services are reported correctly and that the new reporting requirements are understood.

The new Youth (ages 14-21) Attainment of a Degree or Certificate results should be viewed with caution because they do not fully consider the U.S. DOL's more restrictive definition of a "certificate." State policy, which has been reviewed and approved by Regional Office staff, was not finalized until late PY05. The implications associated with this new definition will not be fully realized until PY07 because of the lags in performance reporting. Data is not yet available for the Literacy and Numeracy Gains measure. We expect to begin seeing results for this measure during PY06.

Performance Measures Data

Table A - 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	75.0%	71.4%	538	7,105	840	64.0%
Employers	76.0%	73.6%	582	36,252	660	88.2%

Table B - Outcomes for Adults

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	72.0%	75.3%
Employment Retention Rate	79.0%	84.8%
Earnings Change in Six Months	\$2,750	\$4,068
Employment and Credential Rate	64.0%	71.6%

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	69.8%	66.7%	67.5%	71.9%
Employment Retention Rate	80.0%	79.8%	78.8%	86.3%
Earnings Change in Six Months	\$4,001	\$5,072	\$3,967	\$3,721
Employment And Credential Rate	68.4%	54.4%	57.5%	61.1%

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Only Received Core and Intensive Services
Entered Employment Rate	78.9%	71.6%
Employment Retention Rate	87.4%	81.1%
Earnings Change in Six Months	\$4,659	\$3,186

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

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	86.0%	87.2%
Employment Retention Rate	91.0%	94.1%
Earnings Replacement in Six Months	-\$1,200	-\$142
Employment and Credential Rate	68.0%	78.2%

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans	Individuals With Disabilities	Older Individuals	Displaced Homemakers
Entered Employment Rate	84.4%	81.0%	77.4%	80.5%
Employment Retention Rate	94.5%	93.3%	92.6%	93.5%
Earnings Replacement Rate	-\$1,134	-\$318	-\$3,299	\$1,746
Employment and Credential Rate	78.5%	68.8%	66.6%	78.7%

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	89.1%	84.4%
Employment Retention Rate	94.5%	93.5%
Earnings Replacement Rate	\$77	-\$489

Table H.1 - Youth (14 - 21) Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	n/a	64.8%
Attainment of Degree or Certificate	n/a	70.0%
Literacy or Numeracy Gains	n/a	0.0%

Table H.2 - Older Youth (19 - 21) Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	72.0%	77.2%
Employment Retention Rate	80.0%	85.4%
Earnings Change in Six Months	\$3,200	\$4,076
Credential Rate	55.0%	63.1%

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth
Entered Employment Rate	73.4%	100.0%	77.1%	77.9%
Employment Retention Rate	85.0%	85.7%	89.8%	84.6%
Earnings Change in Six Months	\$4,526	\$6,505	\$4,484	\$3,761
Credential Rate	58.8%	100.0%	64.6%	60.6%

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	90.0%	86.5%
Diploma or Equivalent Attainment Rate	69.0%	82.9%
Retention Rate	72.0%	65.2%

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients	Individuals With Disabilities	Out-of-School Youth
Skill Attainment Rate	81.9%	79.4%	73.3%
Diploma or Equivalent Attainment Rate	82.5%	84.2%	37.9%
Retention Rate	55.1%	66.9%	67.9%

Table L - Other Reported Information

	12 Month Employment Retention Rate	12 Month Earnings Change (Adults & Older Youth) Or 12 Month 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	83.1%	\$3,674	0.7%	\$4,147	43.8%
Dislocated Workers	93.4%	101.7%	1.9%	\$6,728	51.8%
Older Youth	83.8%	\$4,080	0.4%	\$3,117	

Table M - Participation Levels

	Total Participants Served	Total Exiters
Total AdultCustomers	16,208	7,268
Total Adults (self-service only)	0	0
Adults	5,481	2,844
Dislocated Workers	10,907	4,523
Total Youth (14 - 21)	3,918	1,766
Older Youth	991	497
Younger Youth	2,927	1,269
Out-of-School Youth	1,016	522
In-School Youth	2,902	1,244

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$10,263,707
Local Dislocated Workers		\$12,835,343
Local Youth		\$12,698,817
Rapid Response (up to 25%) 134 (a) (2) (A)		\$5,704,663
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,964,919
Statewide Allowable Activities 134 (a) (3)	State Administration	\$2,291,736
	CWI Activities	\$436,889
	State Selected Activities	\$1,217,534
Total of All Federal Spending Listed Above		\$47,413,608

Table O - Local Program Activities

Local Area Name Southeast WDA 01	Total Participants Served	Adults	626	
		Dislocated Workers	499	
		Older Youth	42	
		Younger Youth	192	
ETA Assigned #55030	Total Exiters	Adults	340	
		Dislocated Workers	180	
		Older Youth	23	
		Younger Youth	83	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	83.3%	
	Employers	76.0%	77.6%	
Entered Employment Rate	Adults	72.0%	82.1%	
	Dislocated Workers	86.0%	85.4%	
	Older Youth	72.0%	87.5%	
Retention Rate	Adults	79.0%	84.3%	
	Dislocated Workers	91.0%	91.1%	
	Older Youth	80.0%	78.4%	
	Younger Youth	72.0%	66.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$4,389	
	Dislocated Workers	-\$1,200	\$3,019	
	Older Youth	\$3,200	\$3,565	
Credential/Diploma Rate	Adults	64.0%	62.2%	
	Dislocated Workers	68.0%	80.0%	
	Older Youth	55.0%	84.4%	
	Younger Youth	69.0%	89.8%	
Skill Attainment Rate	Younger Youth	90.0%	90.9%	
Placement in Employment or Education	Youth 14 - 21	n/a	64.2%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	59.3%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

Table O - Local Program Activities

Local Area Name Milwaukee WDA 02	Total Participants Served	Adults	1,395	
		Dislocated Workers	2,573	
		Older Youth	134	
		Younger Youth	820	
ETA Assigned #55015	Total Exiters	Adults	1,164	
		Dislocated Workers	988	
		Older Youth	135	
		Younger Youth	361	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	70.8%	
	Employers	76.0%	64.2%	
Entered Employment Rate	Adults	72.0%	66.4%	
	Dislocated Workers	86.0%	79.2%	
	Older Youth	72.0%	73.6%	
Retention Rate	Adults	79.0%	80.3%	
	Dislocated Workers	91.0%	93.1%	
	Older Youth	80.0%	78.9%	
	Younger Youth	72.0%	57.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$3,306	
	Dislocated Workers	-\$1,966	-\$1,214	
	Older Youth	\$2,750	\$3,057	
Credential/Diploma Rate	Adults	64.0%	67.3%	
	Dislocated Workers	68.0%	71.3%	
	Older Youth	55.0%	53.3%	
	Younger Youth	69.0%	82.5%	
Skill Attainment Rate	Younger Youth	90.0%	92.0%	
Placement in Employment or Education	Youth 14 - 21	n/a	64.1%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	81.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	10

Table O - Local Program Activities

Local Area Name WOW WDA 03	Total Participants Served	Adults	290	
		Dislocated Workers	883	
		Older Youth	68	
		Younger Youth	144	
ETA Assigned #55045	Total Exiters	Adults	135	
		Dislocated Workers	409	
		Older Youth	34	
		Younger Youth	60	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	72.2%	
	Employers	76.0%	68.9%	
Entered Employment Rate	Adults	72.0%	90.0%	
	Dislocated Workers	86.0%	88.8%	
	Older Youth	72.0%	84.2%	
Retention Rate	Adults	79.0%	88.9%	
	Dislocated Workers	91.0%	93.2%	
	Older Youth	80.0%	83.3%	
	Younger Youth	72.0%	77.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$6,712	
	Dislocated Workers	-\$1,966	-\$1,672	
	Older Youth	\$2,500	\$4,214	
Credential/Diploma Rate	Adults	64.0%	70.7%	
	Dislocated Workers	68.0%	77.1%	
	Older Youth	55.0%	48.0%	
	Younger Youth	69.0%	81.8%	
Skill Attainment Rate	Younger Youth	90.0%	85.1%	
Placement in Employment or Education	Youth 14 - 21	n/a	64.6%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	37.5%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

Table O - Local Program Activities

Local Area Name Fox Valley WDA 04	Total Participants Served	Adults	155	
		Dislocated Workers	711	
		Older Youth	42	
		Younger Youth	189	
ETA Assigned #55090	Total Exiters	Adults	65	
		Dislocated Workers	300	
		Older Youth	19	
		Younger Youth	69	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	72.7%	
	Employers	76.0%	75.3%	
Entered Employment Rate	Adults	74.0%	92.9%	
	Dislocated Workers	86.0%	93.0%	
	Older Youth	72.0%	58.3%	
Retention Rate	Adults	82.0%	100.0%	
	Dislocated Workers	91.0%	93.8%	
	Older Youth	80.0%	100.0%	
	Younger Youth	72.0%	67.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,500	\$3,852	
	Dislocated Workers	-\$1,966	-\$1,323	
	Older Youth	\$3,000	\$6,133	
Credential/Diploma Rate	Adults	65.0%	100.0%	
	Dislocated Workers	69.0%	87.3%	
	Older Youth	60.0%	50.0%	
	Younger Youth	70.0%	90.7%	
Skill Attainment Rate	Younger Youth	90.0%	81.8%	
Placement in Employment or Education	Youth 14 - 21	n/a	73.1%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	90.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11

Table O - Local Program Activities

Local Area Name Bay Area WDA 05	Total Participants Served	Adults	761	
		Dislocated Workers	1,431	
		Older Youth	101	
		Younger Youth	356	
ETA Assigned #55095	Total Exiters	Adults	160	
		Dislocated Workers	567	
		Older Youth	26	
		Younger Youth	197	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	78.7%	
	Employers	76.0%	76.2%	
Entered Employment Rate	Adults	72.0%	85.9%	
	Dislocated Workers	86.0%	87.5%	
	Older Youth	72.0%	75.0%	
Retention Rate	Adults	79.0%	85.5%	
	Dislocated Workers	91.0%	95.3%	
	Older Youth	80.0%	91.7%	
	Younger Youth	72.0%	72.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$5,263	
	Dislocated Workers	-\$1,200	-\$148	
	Older Youth	\$3,200	\$4,908	
Credential/Diploma Rate	Adults	64.0%	77.4%	
	Dislocated Workers	68.0%	80.0%	
	Older Youth	55.0%	67.9%	
	Younger Youth	69.0%	82.8%	
Skill Attainment Rate	Younger Youth	90.0%	75.8%	
Placement in Employment or Education	Youth 14 - 21	n/a	63.4%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	82.3%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

Table O - Local Program Activities

Local Area Name North Central WDA 06	Total Participants Served	Adults	172	
		Dislocated Workers	489	
		Older Youth	73	
		Younger Youth	140	
ETA Assigned #55100	Total Exiters	Adults	51	
		Dislocated Workers	199	
		Older Youth	25	
		Younger Youth	76	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	86.8%	
	Employers	76.0%	73.8%	
Entered Employment Rate	Adults	72.0%	88.9%	
	Dislocated Workers	86.0%	98.6%	
	Older Youth	72.0%	81.8%	
Retention Rate	Adults	79.0%	84.3%	
	Dislocated Workers	91.0%	94.9%	
	Older Youth	80.0%	87.0%	
	Younger Youth	82.0%	75.9%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$6,077	
	Dislocated Workers	-\$1,200	\$1,381	
	Older Youth	\$3,200	\$7,681	
Credential/Diploma Rate	Adults	64.0%	80.0%	
	Dislocated Workers	68.0%	94.4%	
	Older Youth	55.0%	68.4%	
	Younger Youth	69.0%	95.5%	
Skill Attainment Rate	Younger Youth	85.0%	81.6%	
Placement in Employment or Education	Youth 14 - 21	n/a	71.4%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	85.7%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

Table O - Local Program Activities

Local Area Name Northwest WDA 07	Total Participants Served	Adults	495	
		Dislocated Workers	445	
		Older Youth	102	
		Younger Youth	243	
ETA Assigned #55040	Total Exiters	Adults	220	
		Dislocated Workers	143	
		Older Youth	46	
		Younger Youth	68	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	83.4%	
	Employers	76.0%	80.4%	
Entered Employment Rate	Adults	72.0%	91.2%	
	Dislocated Workers	86.0%	96.3%	
	Older Youth	72.0%	87.5%	
Retention Rate	Adults	79.0%	88.5%	
	Dislocated Workers	91.0%	95.7%	
	Older Youth	80.0%	83.3%	
	Younger Youth	72.0%	75.9%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$3,717	
	Dislocated Workers	-\$1,200	\$1,027	
	Older Youth	\$3,200	\$3,273	
Credential/Diploma Rate	Adults	64.0%	78.6%	
	Dislocated Workers	68.0%	68.2%	
	Older Youth	55.0%	54.1%	
	Younger Youth	69.0%	86.8%	
Skill Attainment Rate	Younger Youth	90.0%	80.0%	
Placement in Employment or Education	Youth 14 - 21	n/a	68.7%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	71.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

Table O - Local Program Activities

Local Area Name West Central WDA 08	Total Participants Served	Adults	705	
		Dislocated Workers	965	
		Older Youth	133	
		Younger Youth	353	
ETA Assigned #55065	Total Exiters	Adults	278	
		Dislocated Workers	333	
		Older Youth	48	
		Younger Youth	115	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	89.1%	
	Employers	76.0%	73.6%	
Entered Employment Rate	Adults	72.0%	88.1%	
	Dislocated Workers	86.0%	94.1%	
	Older Youth	72.0%	90.9%	
Retention Rate	Adults	79.0%	86.4%	
	Dislocated Workers	91.0%	92.9%	
	Older Youth	80.0%	97.0%	
	Younger Youth	72.0%	74.1%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$4,630	
	Dislocated Workers	-\$1,200	\$1,362	
	Older Youth	\$3,200	\$3,184	
Credential/Diploma Rate	Adults	64.0%	78.2%	
	Dislocated Workers	68.0%	82.9%	
	Older Youth	55.0%	84.2%	
	Younger Youth	69.0%	82.7%	
Skill Attainment Rate	Younger Youth	90.0%	91.1%	
Placement in Employment or Education	Youth 14 - 21	n/a	64.0%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	39.1%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	15

Table O - Local Program Activities

Local Area Name Western WDA 09	Total Participants Served	Adults	271	
		Dislocated Workers	754	
		Older Youth	79	
		Younger Youth	106	
ETA Assigned #55085	Total Exiters	Adults	116	
		Dislocated Workers	463	
		Older Youth	21	
		Younger Youth	36	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	85.1%	
	Employers	76.0%	80.0%	
Entered Employment Rate	Adults	72.0%	79.7%	
	Dislocated Workers	86.0%	88.3%	
	Older Youth	72.0%	87.5%	
Retention Rate	Adults	79.0%	93.7%	
	Dislocated Workers	91.0%	98.0%	
	Older Youth	80.0%	100.0%	
	Younger Youth	72.0%	85.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$6,757	
	Dislocated Workers	-\$1,200	\$53	
	Older Youth	\$2,560	\$6,460	
Credential/Diploma Rate	Adults	64.0%	84.6%	
	Dislocated Workers	68.0%	80.7%	
	Older Youth	55.0%	90.9%	
	Younger Youth	59.0%	76.0%	
Skill Attainment Rate	Younger Youth	90.0%	84.4%	
Placement in Employment or Education	Youth 14 - 21	n/a	82.6%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	80.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

Table O - Local Program Activities

Local Area Name South Central WDA 10	Total Participants Served	Adults	369	
		Dislocated Workers	1,678	
		Older Youth	120	
		Younger Youth	205	
ETA Assigned #55105	Total Exiters	Adults	166	
		Dislocated Workers	696	
		Older Youth	56	
		Younger Youth	86	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	76.6%	
	Employers	76.0%	69.5%	
Entered Employment Rate	Adults	80.0%	77.8%	
	Dislocated Workers	86.0%	87.3%	
	Older Youth	76.0%	64.3%	
Retention Rate	Adults	79.0%	88.1%	
	Dislocated Workers	91.0%	94.3%	
	Older Youth	80.0%	86.7%	
	Younger Youth	72.0%	62.1%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,400	\$3,161	
	Dislocated Workers	-\$1,200	-\$910	
	Older Youth	\$2,700	\$4,827	
Credential/Diploma Rate	Adults	66.0%	60.5%	
	Dislocated Workers	70.0%	72.4%	
	Older Youth	55.0%	50.0%	
	Younger Youth	69.0%	49.1%	
Skill Attainment Rate	Younger Youth	90.0%	70.7%	
Placement in Employment or Education	Youth 14 - 21	n/a	66.4%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	60.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

Table O - Local Program Activities

Local Area Name Southwest WDA 11	Total Participants Served	Adults	242	
		Dislocated Workers	479	
		Older Youth	97	
		Younger Youth	179	
ETA Assigned #55110	Total Exiters	Adults	149	
		Dislocated Workers	245	
		Older Youth	64	
		Younger Youth	118	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75.0%	80.5%	
	Employers	76.0%	78.2%	
Entered Employment Rate	Adults	72.0%	85.3%	
	Dislocated Workers	86.0%	87.7%	
	Older Youth	72.0%	79.2%	
Retention Rate	Adults	79.0%	87.8%	
	Dislocated Workers	91.0%	94.2%	
	Older Youth	80.0%	89.7%	
	Younger Youth	72.0%	46.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,750	\$4,743	
	Dislocated Workers	-\$1,200	\$3,817	
	Older Youth	\$3,200	\$4,725	
Credential/Diploma Rate	Adults	64.0%	76.3%	
	Dislocated Workers	68.0%	81.0%	
	Older Youth	55.0%	75.0%	
	Younger Youth	69.0%	94.7%	
Skill Attainment Rate	Younger Youth	90.0%	84.7%	
Placement in Employment or Education	Youth 14 - 21	n/a	56.2%	
Attainment of a Degree or Certificate	Youth 14 - 21	n/a	70.0%	
Literacy or Numeracy Gain	Youth 14 - 21	n/a	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15