

State of Connecticut

Workforce Investment Act Annual Report

July 2008 – June 2009



Opportunity • Guidance • Support



October 2009

A Message from the Commissioner



Each program year, the Workforce Investment Act (WIA) Annual Report carries the message of Connecticut's commitment to the citizens and employers of this state in regard to service delivery and talent development. During Program Year 2008, our workforce investment partners overwhelmingly demonstrated that commitment under what proved to be a very difficult economic period for the state and country, one which created a period filled with innumerable challenges for those we serve.

I am proud to announce that exemplary efforts were made by all partners and this report for Program Year 2008 highlights our many innovative plans and goal attainment. Also showcased are the numerous achievements of local boards, with highlights of their innovative programs. The report includes examples of the state's latest initiatives that are being pursued and provides updates regarding ongoing initiatives that have proven to be successful.

In the coming year, Connecticut will once again renew its efforts to provide high-quality service to citizens and employers as well as look for ways to keep improving. As always, there will be continued dedication to the goals of strengthening the abilities of the workforce and creating new opportunities with an ends to facilitating economic recovery. Our state and workforce partners look forward to moving ahead and are well-prepared to make future advancements.

Patricia H. Mayfield
Commissioner
Department of Labor



TABLE OF CONTENTS

Workforce Investment Act Annual Report Introduction	1
American Recovery and Reinvestment Act of 2009 Implementation	1
Governor’s Initiatives	2
The Jobs Funnel	2
Connecticut Walgreens Project	2
Connecticut Film Industry Training Program	3
Connecticut’s Youth-Related Initiatives	3
Coordinated State Initiatives	5
Connecticut Workforce Coordinating Committee: Overview 2008-2009	5
Connecticut Commission on Aging’s “Redefining Retirement Years” Initiative	7
Incumbent Worker Training Initiative	8
STRIVE (Support and Training Result in Valuable Employees)	9
STRIDE (Skills, Transitional support, Respect, Integrity, Direction, and Employment)	9
Discussion of the Cost of Workforce Investment Activities	11
Discussion of Activities Funded by WIA 15% Statewide Funds	17
Analysis of Unit Costs	17
Waivers and Their Influence on Performance	18
State Evaluations of Workforce Investment Activities	19
Compliance Monitoring and Data Validation Overview	19
Semi-Annual Reports	20
WIA Participant and Employer Survey Results	20
Performance Measurement System	21
Report/Card for Employment and Training Programs	21
Continuing Workforce Activities	22
<i>CTWorks</i> Business System	22
Rapid Response and National Emergency Grants	22
Employment and Training	23
Integrated Case Management Services	24
Job Corps	24
Serving People with Disabilities	25
Serving Our Veterans	26
Notable Projects and Events	27
Connecticut Learns and Works Conference	27
The <i>Career Express</i>	27
CT JobCentral	28
Disability Program Navigator Grant	29
Workforce Investment Boards’ Innovative Practices, Challenges, and Exemplary Programs	29
Tabular Section	39
Map of Connecticut’s Workforce Investment Board Areas	49

On the cover: Connecticut’s local Workforce Investment Boards by area

State of Connecticut
Workforce Investment Act Annual Report
July 1, 2008 – June 30, 2009

The State of Connecticut's workforce investment partners faced significant challenges during Program Year 2008 as a result of the exceptional economic difficulties that impacted the nation as well as regional and local communities. All partners focused attention on meeting the needs of individuals, not just by providing services under the Workforce Investment Act but by addressing a myriad of other dilemmas that economic downturns create. Further, tremendous efforts were made to create programs and develop innovative projects that can help grow a stronger workforce and foster business success. Connecticut is dedicated to continuing its best efforts and embarking on plans that will lead to securing future improvements, meeting and exceeding performance goals, and achieving a strong economy.

American Recovery and Reinvestment Act of 2009 Implementation

The American Recovery and Reinvestment Act (ARRA), signed into law by President Obama on February 17, 2009, includes measures to modernize our nation's infrastructure, enhance energy independence, expand educational opportunities, preserve and improve affordable health care, provide tax relief, and protect those in greatest need.

In an effort to create job opportunities for Connecticut residents and help the state's business and communities prosper, Governor M. Jodi Rell has taken a number of steps to maximize the effectiveness of ARRA in Connecticut, including:

- Creating the Connecticut Recovery Working Group;
- Establishing a process to coordinate the activities of state agencies;
- Initiating efforts to share and receive information from municipal leaders on stimulus activities in their communities; and
- Formalizing procedures and policies for promoting transparency and ensuring accountability.

Governor Rell has assembled a group of individuals to oversee Connecticut's compliance with the accountability and transparency provisions of ARRA. This group, the Connecticut Recovery Act Transparency and Accountability Board, is working closely with state agencies receiving and administering stimulus funds to ensure mechanisms are in place to separately track the federal dollars and report on the expenditure of these funds as well as capture outcomes such as jobs created or retained.

The state developed an ARRA website, <http://www.recovery.ct.gov/recovery/site/default.asp>, with multiple links to project information, agencies, and local links. In addition, each agency that has a role in implementing ARRA programs has developed or will be developing a page for their agency's website devoted specifically to their ARRA role and the programs the agency oversees or administers. The Connecticut Department of Labor's ARRA website may be found at <http://www.ctdol.state.ct.us/recovery/index.htm>.

Governor's Initiatives

The Jobs Funnel

During PY08, Jobs Funnel projects continued to help individuals begin careers in the construction trades. Services provided through the Jobs Funnel projects include outreach/recruitment, assessment, case management, pre-employment preparation (consisting of math, remediation, life skills workshops, customized training, and/or pre-apprenticeship training), job placement, and retention support services.

The projects are made possible by public-private joint efforts in four areas around the state:

- The Hartford Jobs Funnel is operated in partnership with the Office for Workforce Competitiveness (OWC)¹, the Connecticut Department of Labor (CTDOL), the City of Hartford, Northeast Utilities, the Hartford Foundation for Public Giving, Capital Workforce Partners, Making Connections, and several trade unions.
- The New Haven Jobs Funnel project includes partners from the State of Connecticut, City of New Haven, Yale University, building trades, STRIVE New Haven, Empower New Haven, Gilbane Construction, and Dimeo Construction Company.
- The Waterbury Construction Career Initiative brings together community-based organizations, the *CTWorks* One-Stop, the school system, building trades and other service providers.
- A new funnel project began operation in Bridgeport this year. Partners in the Bridgeport Jobs Funnel include The Workplace, Inc., OWC, CTDOL, the Fairfield Community Foundation, the City of Bridgeport, community organizations, and the New England Regional Council of Carpenters.

These funnels have provided services to approximately 10,170 individuals, with over 2,690 placed in a variety of employment opportunities including construction and non-construction jobs in both union and non-union settings and apprenticeship training programs. The average starting hourly wage for the construction workers is \$16.00.

Connecticut Walgreens Project

As reported in last year's Workforce Investment Act Annual Report, Walgreens had been working with state agencies and other entities to plan for the recruitment, training, and support of a workforce of people with various levels of ability to staff its new full-service distribution center in Windsor, Connecticut. This project presented significant opportunities for partnerships and the role of the Office for Workforce Competitiveness (OWC) was key, with OWC serving as a liaison and providing a great deal of support in creating the relationships. The focus of the effort was to combine efficiency with making a difference in the lives of people with disabilities.

¹ The Office for Workforce Competitiveness (OWC) serves as the Governor's principal workforce development policy agency.

Walgreens' distribution center began shipping operations in January 2009, as planned, with a level of staffing that exceeded the company's goal of employing one-third of the center's workforce from the disability community. In a continued effort to attract, employ, and retain an inclusive workforce, Walgreens has an on-going partnership with the Connecticut Bureau of Rehabilitation Services (BRS) and Department of Developmental Services. Additionally, Community Enterprises, an agency specializing in employment services for people with disabilities, continues under contract with BRS to operate from the training center located on-site at the distribution center to train, prepare, and support people with disabilities for competitive employment with Walgreens.

The new distribution center currently services all of New England and over 300 individuals are now employed at the Windsor location. The building was designed and its systems developed to be conducive to employing a significant number of people with disabilities at all levels of the operation.

Connecticut Film Industry Training Program

In 2006, Connecticut established a tax incentive program for the film and digital media industry. Since that time, efforts have been in place to establish and develop a local, professional workforce for the industry. To further encourage growth, the State of Connecticut, through the Office for Workforce Competitiveness and in partnership with the Commission on Culture & Tourism's Film Division, awarded state funding to two institutions to implement the second year of the Film Industry Training Program (FITP). By establishing a skilled in-state film workforce, the training program will provide an additional incentive for producers to select Connecticut as the location for their films and television shows. The state's strengthened film infrastructure will support a range of film and production projects, making it easier for production companies to execute long-term projects in Connecticut.

The 2009 Connecticut Film Industry Training Program, designed for residents of Connecticut who want to learn the basics of feature film and episodic television production, was conducted from June 1 through June 26, 2009 at Middlesex Community College in Middletown and Quinnipiac University in Hamden. A total of 234 applications were received for the program. Fifty-four applications were accepted at Middlesex and forty-nine enrolled and completed. At Quinnipiac, seventy-nine were accepted and seventy-two enrolled and completed the program. The grand total of certified FITP graduates, with the 121 from 2009 and 149 from the first year, is 270.

Connecticut's Youth-Related Initiatives

In Connecticut's WIA Annual Report last year, the summary on "Connecticut's Youth-Related Initiatives" outlined a challenging situation in the state with regard to the readiness of many of the state's youth to enter the workforce and contribute to the state's future economic capacity and competitiveness. This overall situation has not changed appreciably during the past year.

The state is still confronted with three looming forces that interact to pose serious workforce-related challenges for the future as described in "America's Perfect Storm" (Educational Testing

Service):

- Inadequate literacy and numeracy skills among large segments of our student and adult populations;
- An ongoing shift in the demographic profile of the population, including the highest immigration rates in nearly a century and the aging of the population; and
- The continuing evolution of the economy and the job structure of the workplace, requiring higher levels of skills from an increasing proportion of workers.

Test scores from the State Department of Education confirm the continuing problem of inadequate academic achievement on the part of too many students, particularly those from minority groups. Despite some modest improvements in scores in some areas, the disturbing fact remains that many students in Connecticut's urban areas, particularly African-American and Hispanic students, are scoring at unacceptably low levels on basic skills such as reading and math. Given the projection that approximately 40 percent of the state's workforce will come from urban areas by the year 2020, the problem of the academic achievement gap and inadequate preparation in basic skills remains disturbing. The state's population is aging and large numbers of "baby boomers" will be leaving the workforce for retirement, with insufficient numbers of younger replacement workers with the skills required to fill those jobs.

As has been noted previously, Connecticut loses when our young people fail to achieve academic success in school and drop out before graduating from high school. They may become involved in risky behaviors, enter the juvenile justice system, or become teen parents with few life options for themselves or their children.

We recognize that this loss of youth potential diminishes our future workforce capacity, which means that it also threatens our economic future and harms the social and economic health of the communities where these young people live. In individual terms, it also reduces young people's chances for achieving self-sufficiency, having good careers, and becoming productive citizens.

In recognition of this ongoing challenge, Connecticut continues its efforts to provide support for youth, particularly at-risk and disconnected youth. Last year's report described the establishment in legislation of a Youth Policy Council (YPC) to be convened by the Office for Workforce Competitiveness (OWC). The YPC works through the structure of the Youth Committee of the Connecticut Employment and Training Commission (CETC) promoting the development and implementation of statewide policy aimed at encouraging positive development for youth and facilitating collaboration between the state and local levels in strategic planning to provide for positive youth development.

During the last year, YPC has pursued specific key aspects of its legislative charge, as follows:

- The YPC has been convened by OWC and has met quarterly.
- The YPC has approved a format for the report to be submitted in January 2010, and staff members are collecting data and compiling the report.
- The YPC/CETC Youth Committee (hereafter "Committee") has promoted local planning efforts and facilitated collaboration between the state and local levels,

- through discussions with Youth Service Bureaus and the Connecticut Youth Services Association. The collaboration has resulted in the selection of three pilot sites for local strategic planning to be compatible with the Results-Based Accountability model. Local planning is scheduled to begin shortly.
- Discussions at Committee meetings regarding a new state-local collaboration between the Waterbury Youth Service System, Inc. and the state Judicial Branch's Court Support Services Division resulted in a grant application to the U.S. Justice Department's Office of Juvenile Justice and Delinquency Prevention for a mentoring program.
 - Integration of work-related learning and career competency systems into public education (a priority for the Committee) has been pursued through WIB participation in two planning initiatives led by the State Department of Education (SDE) – Student Success Plans and a Dropout Prevention Summit to be held in October.
 - WIB Youth Service Managers have continued to participate in discussion forums sponsored by the Youth Committee, focusing in recent months on the development of more consistent data on the summer youth employment and learning programs. This effort has broadened to include collaboration with SDE, which has proven valuable by enabling WIB data on summer program participants to be matched with SDE data on school enrollments the following fall.
 - Committee staff produced a guide to “best practice” information, including a working definition and a “continuum of certainty,” to serve as a foundation for future work and to enable determination of which specific youth programs are based on evidence rather than anecdotal information.

Coordinated State Initiatives

Connecticut Workforce Coordinating Committee: Overview 2008 - 2009

The Connecticut Workforce Coordinating Committee (WCC) is a multi-agency group that represents stakeholders from across Connecticut's public workforce development system. The mission of the WCC is to create a coordinated, user-friendly system that responds to employer needs with fast, flexible and comprehensive education and training solutions.

Established in 2005, the WCC has sought to improve clarity and coordination among the state's workforce development partners, by:

- Developing a unified, statewide approach to delivering education and training services to Connecticut businesses;
- Streamlining the process of connecting employers with service providers; and
- Aligning the roles of Connecticut's adult education and community college systems with respect to the delivery of skills training – ranging from basic skills through technical and occupational skills, and academic programs.

The WCC membership represents:

- CT Department of Labor and CTDOL's Job Corps
- CT Office for Workforce Competitiveness
- CT Department of Economic and Community Development
- CT State Department of Education
- Connecticut Community Colleges
- Connecticut Campaign for a Working Connecticut
- Connecticut Business & Industry Association
- Connecticut Adult Education Programs
- Connecticut Department of Social Services
- Connecticut Career and Technical High School system
- Connecticut Workforce Investment Boards:
 - Capital Workforce Partners
 - Eastern Connecticut Workforce Investment Board
 - Northwest Regional Workforce Investment Board
 - Workforce Alliance
 - The WorkPlace, Inc.

Regional Coordinating Groups

The activities of the Workforce Coordinating Committee are supported at the regional level by coordinating groups convened by each of the five Workforce Investment Boards. These groups have been meeting on a regular basis and bring together representatives from adult education, community colleges, and Department of Labor business services teams. The regional meetings provide a forum for exploring collaborative opportunities, refining the service delivery referral process, developing a smooth continuum between the adult education and community college systems, sharing training opportunities, and building relationships among workforce development stakeholders.

Regional groups are able to respond to employer needs efficiently and effectively because of these established partnerships. Utilization of the *CT Workforce Education Model Training* statewide offers consistency and professionalism in the services provided to employers. The *CT Workforce Education Model* is a systematized approach to the training and certification of all Adult Education at Work service providers in the delivery of customized workforce education programs and services within the context of the workplace. In addition to being a research-based and best practices model, its implementation in the field provides the flexibility to fulfill the unique expectations of each employer. Since the model is also put into action on a team basis with the employer, it ensures a collective effort in meeting the goals of each program.

Investment and implementation of statewide workforce development efforts have been enhanced by the strong partnerships supported by the WCC and the regional coordinating groups. Some important alignments include the Connecticut Community College's SMART and SOAR grants and the Workforce Investment Board's STEM initiative. These efforts are creating educational and occupational opportunities for low wage and low skilled workers while

piloting and institutionalizing collaborative workforce development models and forging innovative partnerships.

Some of the federal incentive dollars that Connecticut earned for meeting and exceeding its performance goals have been earmarked specifically to advance the mission of the WCC to provide a continuum of workforce development services for incumbent workers and their employers. This continuum of services connects basic skills education with occupational skills training through increased partnerships between adult education programs and community colleges. These funding opportunities have provided demand-driven education and training resources that link participants to technical skills training for specific businesses. Particular emphasis has been placed on providing more intensive instructional interventions for low-wage, low-skilled incumbent workers.

Over the last four years, the collective efforts of the Workforce Coordinating Committee have strengthened existing partnerships, institutionalized workforce education services, and supported the development and systemization of the regional workforce coordinating committees.

Connecticut Commission on Aging’s “Redefining Retirement Years” Initiative

The Connecticut Commission on Aging (COA), an independent agency and advocate for the state’s older adults, launched its Redefining Retirement Years initiative in 2006 in keeping with its legislative mandate to assess emerging issues that affect Connecticut’s present and future generations of older adults. COA serves as an objective, credible source of information for the legislature, the Governor, state agencies, individuals, and organizations across Connecticut. The Commissioner of CTDOL is an active participant and ardent supporter of the activities of the COA, along with a number of other state agency representatives.

In January 2009, the Commission released a report entitled “Redefining Retirement Years: Workplace Flexibility and State Law.” The report addresses workforce flexibility in the private sector, common myths, other states’ initiatives, current Connecticut law, and the benefits of adopting a culture of workplace flexibility in Connecticut. This report has been shared with decision-makers, including members of the legislature, the governor, and other stakeholders to help shape Connecticut’s workforce of the future.

This report was a follow-up to an earlier initiative by the Commission. In 2006, the Commission collaborated with CTDOL and the Connecticut Employment and Training Commission to convene a series of nine focus groups to investigate the changing demographic structure of the state’s workforce. The fifty-five focus group participants, which included employees and retirees of private for-profit and non-profit businesses and active and retired employees of state agencies, offered their views on employment, workplace issues, and retirement. Information gleaned during the focus groups resulted in a comprehensive 2007 report that may ultimately help influence public education, guide advocacy with state policymakers, and spur new initiatives that could strengthen the workforce and Connecticut’s economy.

As a result of these reports, the COA recommended that the Government Administration and Elections (GAE) Committee raise SB1144, “An Act Concerning Flexible Work Schedules and Telecommuting Options for State Employees.” Although legislation did not result on this bill during the 2009 session, the Commission will continue to pursue flexible work schedule initiatives in the future.

This summary, from the COA website, provides an overview of the Commission’s notable activities. For more information about the Commission’s Redefining Retirement Years initiative, please contact the Commission office in the State Capitol at (860) 240-5200 or visit COA’s website at <http://www.cga.ct.gov/coa/rry.asp> where the following reports are available:

- COA Testimony on SB 1144
- All Testimony on SB 1144
- Workplace Flexibility News Release
- 2009 COA Report - Redefining Retirement Years: Workforce Flexibility Practices and the Law
- 2009 COA Table - Workforce Flexibility Initiatives By State
- 2006 COA Report - Redefining Retirement Years: Productive Engagement of the Older Workforce
- COA Fact Sheet: Workplace Flexibility Options
- Department of Labor Report: The Effect of Mass Layoffs on Earnings of Connecticut’s Older Workers
- Department of Labor Report: A Look at Connecticut’s Older Workers

Incumbent Worker Training Initiative

Connecticut’s Incumbent Worker Training (IWT) Program provides the state’s businesses with the necessary resources to invest in the state’s workforce and improve employee skills. This helps to maintain the state’s economic strength and viability. The project’s major focus is to provide resources for skills updates in allied health and manufacturing for small to medium-sized companies. The type of training can range from moderate-term, on-the-job training to an Associate’s Degree. These businesses would not be able to make this investment in staff training without the assistance of this fund. The IWT program is funded with state monies and a portion of the WIA 15% reserve funds. Each training project requires a minimum 50% cash and/or in-kind contribution by employers.

The Connecticut legislature approved \$475,000 of state funds in 2008 to be used for IWT. In addition, based on final USDOL allotments, \$289,368 of the Governor’s WIA 15% reserve funds were set-aside for IWT. This funding was to be used to serve allied health and manufacturing companies. Over 2,500 people received training in 93 projects with this funding. The employer contribution was \$1,424,366. The total amount available for IWT during the past year, not including employer matches, was \$764,368.

The specific training offered differed from area to area depending on the needs of the

businesses. Some of the courses offered included, but were not limited to:

- | | |
|--------------------------------------|---------------------------------|
| ✦ Lean Manufacturing & Procurement | ✦ CNC Software |
| ✦ Apprenticeship Training | ✦ Hazard Communication |
| ✦ Technology Software | ✦ Certified Coding Specialist |
| ✦ Streamlining Supply Management | ✦ Work-Related Math |
| ✦ Introduction to Process Innovation | ✦ Desktop Publishing |
| ✦ Blueprint Reading | ✦ Autodesk 2009 |
| ✦ ISO 13485 | ✦ ISO Lead Auditor |
| ✦ Global Supervisory Development | ✦ Supervisory Management Series |

CTDOL has been working closely with the Workforce Investment Boards (WIBs) to engage employers in IWT projects. In the North Central and Eastern workforce investment areas, there are business services teams made up of CTDOL staff and business services staff representing the WIBs. In the other areas, partnerships are being developed. All partners are utilizing CTDOL's *CTWorks* Business System (CTWBS) for data collection and communication.

STRIVE (Support and Training Result in Valuable Employees)

The STRIVE program was again included in Connecticut's state budget, with funding for the period of July 1, 2008 – June 30, 2009. Based on a tested national model, STRIVE is an intensive job-readiness program that includes, but is not limited to, four weeks of STRIVE training, orientation, case management, employability attitudinal workplace preparation, personalized job search assistance and at least two years of support services. Priority of service is given to ex-offenders, non-custodial parents, veterans and people with disabilities.

The program is run by community-based organizations in Bridgeport, New Haven and Hartford. Each local agency, under contract with CTDOL, received \$95,000 to serve STRIVE participants during PY08. Over the last year, a total of 411 people were enrolled in the program, 105 were placed in jobs, and 76 continued in those jobs after ninety days.

STRIDE (Skills, Transitional support, Respect, Integrity, Direction, and Employment)

In State Fiscal Year 2008, the Connecticut Department of Labor transferred \$285,000 through a memorandum of agreement to Quinebaug Valley Community College to fund STRIDE, a re-entry program, which serves a targeted group of pre and post-release individuals from Bergen Correctional Institute in Storrs and York Correctional Institute in Niantic. Since the inception of the program in 1999, STRIDE's successful model has helped to lower the recidivism rate of those participating in the program to only 6% as compared to 47% for ex-offenders with no re-entry program.

To be eligible for the program, an incarcerated individual must have a confirmed release date prior to June 2009, be a non-custodial parent of a child under age 18, and have a child or children who are now or have been on state assistance. In addition, inmates must be within 90 days of release or, for those in supervised community placement or on parole, individuals must have been incarcerated and participated in STRIDE pre-release.

The program offers job readiness, job search and job placement assistance and provides services designed to support self-sufficiency and the successful reintegration into the community including:

- Assessment of job entry and job retention skills
- Connections to training-related job opportunities
- Development of training-related internships
- Linkage to community-based resources
- Transportation for job-related activities
- Career mapping for the future
- Understanding of work-related values and long-term goal development
- Post-placement support

The program also links participants to community-based transitional services that support employment goals. The class curriculum and post-release services are collaboratively designed to assist the men and women in successfully re-entering the workforce upon release and resuming their parental roles.

During the 2008-2009 State Fiscal Year, 350 individuals were recruited for the STRIDE Program and 166 were served. A total of 97 individuals were placed in full or part-time jobs and 68 retained employment.

Discussion of the Cost of Workforce Investment Activities

Connecticut has once again completed another successful year under WIA. This success has come despite the fact that Connecticut, along with the rest of the nation, has faced adverse economic problems that have made our achievements even more rewarding.

During the past year, Connecticut served 5,130 individuals while expending \$24,453,832 in WIA funds.

Provided in the following pages is information on activities and expenditures over the past program year (July 1, 2008 through June 30, 2009) for each funding stream. Tables included in this section of the report contain information regarding “participants served” and “participants exited”. The participants numbers included in this section are based upon the adult WIA performance participants counted for the period July 1, 2008 through June 30, 2009. The total WIA dislocated workers and youth are also WIA performance participant for that same period. Exiters shown in this analysis represent the period April 1, 2008 through March 31, 2009, as this is the latest period where complete exiter results are available. This is necessary due to the new soft exit requirements.

Information on entered employment in the adult, dislocated worker, and youth sections that follow is based upon participant data recorded in the *CTWorks* Business System (CTWBS) at date of exit.

Local Adult

The adult population served during PY08 continued to be predominantly female (63.3%) with most ranging in age from 22 to 44 (68.1%). The adult minority population served was 66.8% during PY 08. Almost 12.9% were dropouts, while most (84.9%) were also low income. These participants were provided with 2,005 (29.5%) core services, 3,185 (47.0%) intensive services and 1,642 (23.5%) training services. Additionally, single parents increased to 29.2%, up almost 4% from last year.

Local Adult: PY08 Participants Served and Cost Per Expenditures

\$5,936,961

Participants Served	2181	Cost Per Participant	\$2,722
Participants Exited	667	Cost Per Exiter	\$8,900

Local Adult: PY07 Participants Served and Cost Per Expenditures

\$5,851,401

Participants Served	2448	Cost Per Participant	\$2,390
Participants Exited	879	Cost Per Exiter	\$6,657

Local Adult: PY08 versus PY07 Types of Activities

	<u>Core*</u>	<u>Intensive*</u>	<u>Training</u>	<u>Total</u>
PY08	2065	3285	1642	6992
PY08 % of Total	29.5%	47.0%	23.5%	
PY07	2242	2977	1886	7105
PY07 % of Total	31.6%	41.9%	26.5%	

An analysis of the data for the PY08 adults versus PY07 shows cost per participant and exiter have increased since last year. We believe that the increased costs are a result of the increased demand for participants to receive longer-term and more intensive services in order to succeed.

The types of activities offered during PY08 versus PY07 show a slight upward trend in intensive services, while training and core services have decreased slightly. It is our belief that participants are being provided with more intensive services so that their chances for success (either directly into a job or after training) are increased.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Dislocated Workers

The percentage of men in the dislocated worker program in PY08 increased slightly from 45.4% to 46.7%. More than 71% of the participants served in PY08 were between the ages of 30 to 54. More than 45% of those served were minorities. Also, over one-third were low- income and almost 14% were single parents.

The types of services provided during PY08 compared to PY07 showed a significant increase in intensive services and slight decreases in both core and intensive services. We will be looking to see if the trend continues in PY09 and how it is affected by economic conditions.

Local Dislocated Workers: PY08 Participants Served and Cost Per Expenditures

\$5,760,302

Participants Served	1917	Cost Per Participant	\$3,004
Participants Exited	482	Cost Per Exiter	\$11,950

Local Dislocated Workers: PY07 Participants Served & Cost Per Expenditures

\$6,807,280

Participants Served	1701	Cost Per Participant	\$4,002
Participants Exited	780	Cost Per Exiter	\$8,727

Local Dislocated Workers: PY08 versus PY07 Types of Activities

	Core*	Intensive*	Training	Total
PY08	1676	3257	1660	6593
PY08 % of Total	25.4%	49.4%	25.2%	
PY07	1564	2224	1328	5116
PY07 % of Total	30.6%	43.5%	25.9%	

The dislocated worker program cost data for PY08 versus PY07 shows a decrease in the cost per participant, but an increase in cost per exiter. This is as a result of more participants being enrolled in training but less completing during this program year.

*Core services are initial services for WIA participants seeking employment and may include staff-assisted job search, counseling, workshops, job clubs, etc. Intensive services are focused activities for WIA participants needing more than core services to obtain employment and may include comprehensive assessment, testing, case management, etc.

Local Youth

The PY08 WIA youth programs operated in Connecticut served a higher percentage of females (65.4%), with the margin increasing by over 2% from last year. Additionally, over 94% of those served were between the ages of 16 and 21. The barriers faced by youth during PY08 included: 86.6% literacy skills deficient, almost 13% with a disability, and over 22% pregnant or parenting youth.

Local Youth: PY08 Participants Served and Cost Per Expenditures

\$6,845,206

Participants Served	1032	Cost Per Participant	\$6,032
Participants Exited	517	Cost Per Exiter	\$13,240

Local Youth: PY07 Participants Served and Cost Per Expenditures

\$6,959,393

Participants Served	1262	Cost Per Participant	\$5,515
Participants Exited	530	Cost Per Exiter	\$13,131

The cost per participant and the cost per exiter have both gone up from PY07. We believe much of this can be attributed to a number of reasons including increased services to out of school youth, more expensive training and youth not exiting but moving on to the summer program.

Younger Youth Activities

	<u>Work Related</u>	<u>Academic</u>	<u>Summer Related</u>	<u>Total</u>
PY08	9014	1138	201	2243
PY08 % of Total	40.3%	50.7%	9.0%	
PY07	1098	1196	205	2499
PY07 % of Total	43.9%	47.9%	8.2%	

Older Youth Activities

	<u>Work Related</u>	<u>Academic</u>	<u>Summer Related</u>	<u>Total</u>
PY08	836	565	6	1407
PY08 % of Total	59.4%	40.2%	.4%	
PY07	963	677	6	1646
PY07 % of Total	58.5%	41.1%	.4%	

Over the past year, older youth activities continued to be heavily concentrated (99.6%) on work-related and academic activities. This has occurred as the major focus of youth activities has moved to older youth.

Performance Comparison

During PY08, Connecticut again performed well against its negotiated measures. Despite rising unemployment and other economic difficulties, Connecticut met all of its standards and nearly qualified for incentives. With our continued strong performance we believe Connecticut will be in position again next year to qualify for incentive awards.

PY07 Actual versus PY08 Actual Performance

		<u>PY07 Actual Performance</u>	<u>PY08 Actual Performance</u>
ADULTS	Entered Employment	78.4%	80.4%
	Employment Retention Rate	87.5%	89.0%
	Average Earnings	\$11,463	\$11,810
	Employment & Credential Rate	64.7%	67.3%
DISLOCATED WORKERS	Entered Employment	86.8%	87.6%
	Employment Retention Rate	93.6%	92.1%
	Average Earnings	\$16,945	\$17,135
	Employment & Credential Rate	70.4%	71.8%
OLDER YOUTH	Entered Employment	82.1%	81.0%
	Employment Retention Rate	88.1%	85.3%
	Average Earnings	\$4,158	\$3,784
	Employment & Credential Rate	58.3%	69.8%
YOUNGER YOUTH	Retention Rate	83.7%	79.4%
	Skill Attainment Rate	89.2%	84.8%
	Diploma/ Equivalent Rate	62.6%	78.1%
SURVEY	Participant	76.2	76.96
	Employer	75.03	78.54

Discussion of Activities Funded by WIA 15% Statewide Funds

During PY08, all of the required WIA statewide activities were supported by the 15% Statewide funds. The activities included:

- Disseminating the State list of eligible training providers
- Conducting evaluations
- Providing incentive grants to local areas
- Providing technical assistance to local areas failing to meet local performance measures
- Assisting in the establishment and operation of one-stop delivery systems
- Operating a fiscal and management accountability information system

All of these activities have had a positive impact on performance. Of particular value to boards in the area of performance is providing timely and useful performance data and/or analysis on a regional basis. Information and guidance to boards on the operation of their respective One-Stops has had a positive impact on performance.

Other allowable activities funded include:

- State administration
- Incentive awards, capacity-building grants, and the provision of technical assistance
- Implementation of innovative incumbent worker training programs

These activities provided significant benefits to boards. This funding enabled the state to deliver the needed technical assistance to boards as well as funding projects targeted to specific groups of individuals. These dollars also provided boards an opportunity to secure and use these additional funds in critical areas, leveraging scarce local funds. The last study conducted of incumbent worker training projects showed retention rates of 91% and wage increases of 3.4% nine quarters after project completion.

Analysis of Unit Costs

Adult			
	<u>Expenditures</u>	<u>Participation</u>	<u>Unit Cost</u>
Core	\$1,556,662	2,065	\$754
Intensive	\$2,365,552	3,285	\$720
Training	\$1,523,956	1,725	\$883
Overall Unit Cost	\$5,446,170	7,075	\$770

Dislocated Workers			
	<u>Expenditures</u>	<u>Participation</u>	<u>Unit Cost</u>
Core	\$1,561,316	1,676	\$932
Intensive	\$2,516,343	3,257	\$773
Training	\$1,286,506	1,660	\$775
Overall Unit Cost	\$5,364,165	6,593	\$814

Waivers and Their Influence on Performance

During the past year, Connecticut had four waivers in place. The four were:

1. Waiver of the time limit on the period of initial eligibility for training providers to address data collection barriers.

Influence: This waiver has been in place for several years and was granted in response to the significant data collection barriers associated with this requirement. This waiver has allowed boards flexibility in monitoring their provider list, thus freeing up scarce assets to be used on other participant needs. CTDOL is of the opinion that this waiver has had a positive impact on all measures.

2. Waiver to permit up to 15% of local area allocations to provide incumbent worker training in the same manner as statewide activity funds, to meet local demand.

Influence: This waiver has enabled boards to utilize local resources to provide critical training to currently-employed workers whose employers have determined that the workers require training in order to keep their firms competitive, avert layoffs, upgrade workers' skills, increase wages earned, and/or keep workers' skills competitive. Such training supports further job retention and career development for improved self-sufficiency for employed workers, especially those most vulnerable to job loss. It also provides needed assistance to companies trying to survive, especially in these tough economic times. Surveys of both employers and employees consistently show high satisfaction with this training. Also, for the most recent available period, a statewide analysis of all incumbent worker training projects after nine quarters showed a job retention rate of 91% and average wage gains of 3.4%.

3. Waiver for one of the ten youth program elements – follow-up services.

Influence: This waiver has not been utilized by any board in Connecticut to date due to the state's concern regarding documentation requirements in the original USDOL approval. In late PY08, Connecticut received USDOL's intention to exempt follow-up and supportive services from the original documentation requirements. This exemption may make this waiver more attractive in the future to WIBs.

4. Waiver of the prohibition on the use of youth Individualized Training Accounts (ITAs), to allow flexibility in the provision of training services to youth.

Influence: There has been limited use of youth ITAs. Therefore, any impact on overall performance would be difficult to isolate and measure. The value here is the flexibility for WIBs to provide ITAs to youth in instances where a primary focus of the individual service strategy is the development of skills necessary to help connect the youth with gainful employment.

State Evaluations of Workforce Investment Activities

Compliance Monitoring and Data Validation Overview

Compliance Monitoring

Compliance monitoring, as set forth in OMB Circular A-110 “Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations,” was conducted at all five regional Workforce Investment Boards in 2008-2009, in accordance with WIA Regulations at Section 667.410(b)(1). ARRA summer youth payroll was also monitored at the five Workforce Investment Boards during the summer of 2009.

WIA compliance monitoring included a review of financial management, consisting of financial reporting, cash management, allowable costs, payroll controls, audit requirements, procurement and property controls. Also, WIA eligibility verification for adults, dislocated workers, and youth was reviewed by sampling client files throughout the state.

The state’s Temporary Assistance for Needy Families program, Jobs First Employment Services (JFES), was monitored within each of the five Workforce Investment Boards, in conjunction with WIA compliance monitoring. Conformity to JFES program policies and procedures, maintenance of required records, determination and documentation of participant eligibility, and assessment and documentation of training needs were reviewed. Client files were also reviewed for completeness of information and conformance with program policies.

All other grants administered by CTDOL were also monitored in each of the Workforce Investment Boards during the 2008-2009 monitoring review process, in accordance with contract requirements.

The 2008-2009 monitoring review results found that all five of the Workforce Investment Boards are in compliance with federal and state administrative requirements. All recommended corrective action from the 2007-2008 monitoring review was completed and adequate controls appeared to be in place.

Data Validation

In the fall of 2008, upon the successful submission of PY07 performance data to USDOL, monitors from the Connecticut Department of Labor WIA Administration Unit began conducting data validation reviews of that program year. The purpose of this review is to ensure the accuracy of data reported to USDOL Employment and Training Administration (ETA) on WIA participants’ program activities and outcomes, improve program management and monitoring, and improve program results.

WIA participant files from all five Workforce Investment Board areas were reviewed against individual PY07 data validation records which were drawn through a random sampling process. The reviews, which were conducted in accordance with USDOL ETA policy, included a total of 957 records. Overall, reported data was found to be consistent with file documentation and

improvements in the accuracy of data, maintenance of documentation, and organization of participant files were evident. Data validation results were submitted by CTDOL to the USDOL ETA by the February 1, 2009 deadline.

Semi-Annual Reports

During PY08, WIA administrative staff continued to improve upon the administrative review process. The review contains the following format for all local Boards:

- | | |
|---------------------------------------|--|
| ✦ Actual WIA Performance To Date | ✦ Use of Youth 5% Window |
| ✦ Fund Utilization Review | ✦ Data Inconsistencies |
| ✦ Use of Individual Training Accounts | ✦ Local Monitoring Reports |
| ✦ Incumbent Worker Training | ✦ Meeting Reporting Timeline |
| ✦ Status of Data Validation | ✦ Customer Satisfaction Results (annually) |
| ✦ Timeliness of Contract Submissions | |

CTDOL's WIA area liaisons gather and consolidate pertinent information and, after analyzing the results, produce a snapshot report of WIB performance. This review process has resulted in improvements in Boards meeting state deadlines on fiscal and programmatic reports. As we continue this process, the elements contained in the review may be modified, but the primary focus will remain the improvement of our service delivery system.

WIA Participant and Employer Survey Results

During the past calendar year, Connecticut continued to go beyond the required WIA satisfaction questions to address issues around services provided to participants and employers through our One-Stop system. The results from the survey on a statewide basis were as follows:

Participants

- 75% of participants surveyed reported that they are working.
- 93% of participants surveyed reported that they would be very likely or somewhat likely to recommend our services to others.
- 91% of participants surveyed reported that they would be very likely or somewhat likely to visit the *CTWorks* Center again if they needed employment services.

Employers

- 97% would recommend the services.
- 96% would use the services again.

We continue to be encouraged by the results we have seen and will share local results with all of the WIBs with the goal of utilizing the results to obtain further improvement in services.

Performance Measurement System

WIA quarterly and annual reporting is conducted by CTDOL's Performance Measurement Unit. The unit is accountable for maintaining the Data Reporting and Validation System (DRVS) and related "extract" files and reports which included the upgrading of that software to version 7.2. In addition, the Performance Measurement Unit works in concert with the *CTWorks* Business System (CTWBS) Unit to develop and ensure the accuracy of data files necessary for reporting. The Performance Measurement Unit also works in conjunction with CTDOL's program units to perform Data Element Validation.

PY08 was the first full program year in which Connecticut was able to incorporate wage data from the Federal Employment Data Exchange System (FEDES), Wage Record Interchange System (WRIS), and state UI records into all four WIA quarterly reports and the annual report. Last program year, Connecticut signed onto the WRIS agreement late in the year and was able to supplement wage-based results. Throughout PY08, Connecticut consistently utilized all three wage systems and reported on performance with data collected from the systems.

With the introduction of the American Recovery and Reinvestment Act (ARRA) and its funding, the Performance Measurement Unit took on the responsibility of reporting monthly WIA program outcomes related to summer youth, dislocated worker, and adult participants.

Report/Card for Employment and Training Programs

The Connecticut Employment and Training Commission's (CETC) "Annual Report/Card" combines CETC's annual report and the annual legislative report card to provide a summary of results associated with an array employment, training and education programs that are considered by the Commission to be integral parts of the state's workforce development efforts.

As referenced in the report completed for June 2009, entitled "A Talent-Based Strategy for Economic Competitiveness," the following were the key objectives of the report:

- Identify challenges to Connecticut's competitiveness warranting priority attention.
- Identify the entities to which CETC looks for progress on each of these challenges.
- Lay the foundation for CETC's 2009 Annual Plan focusing on the jobs creation implications of the American Recovery and Reinvestment Act of 2009.

Also addressed, in addition to the statutorily-mandated report items, were the following:

- Requirement of the Youth Policy Council to report on progress in achieving positive youth outcomes, corresponding state expenditures, and associated future funding needs and policy recommendations.
- Groundwork is laid for future adult literacy progress reports, to follow production of a three-year strategic plan by the Adult Literacy Leadership Board.
- Recommend alignment of workforce development/talent pipeline efforts with the job creation requirements of American Recovery and Reinvestment Act federal stimulus initiatives in Connecticut, with a particular emphasis on pathways to sustainable green jobs.

- Propose specific outcomes Connecticut needs to achieve to meet each of the previously identified challenges, benchmarked to our top performing competitors.
- Identify documented promising practices to address these challenges.

Continuing Workforce Activities

CTWorks Business System

The *CTWorks* Business System (CTWBS) supports the operational and management needs of the State of Connecticut in the administration of employment services under the Workforce Investment Act, Jobs First Employment Services, and Wagner-Peyser. CTWBS's case management and reporting functions are utilized by several hundred staff from all five Workforce Investment Boards, the Connecticut Department of Labor, and the Connecticut Department of Social Services.

The American Recovery and Reinvestment Act of 2009 (ARRA) triggered the need for several significant changes to CTWBS during PY08 in order to record and report data pursuant to the new legislation and performance accountability reporting requirements. CTWBS and WIA Administration staff members worked closely to design and develop appropriate changes to CTWBS, which included a review of existing system edits and the modification of some, to accommodate ARRA and the system adjustments it necessitated. As a result of this effort, all changes were made and instructions issued within weeks of ARRA's passage and USDOL's ARRA-related Training and Employment Guidance Letters (TEGLs), which allowed for timely data entry of participant information by system users.

Rapid Response and National Emergency Grants

The state Rapid Response (RR) Unit, in conjunction with local Workforce Investment Boards and other One-Stop partners, is responsible under WIA regulations (Part 665, Subpart C) for carrying out rapid response activities statewide. WIA Title I formula funding supports all rapid response activities in the state. Headed by the Connecticut Department of Labor, the RR Unit reaches out to employers contemplating or experiencing layoffs and plant closings. Employers, affected workers and their unions are provided information on layoff aversion, mass layoff/plant closing and other labor laws, unemployment insurance, WIA, and One-Stop employment services. The RR Unit also makes referrals to and coordinates services with CTDOL units, other agencies, and programs for special intervention or supportive services applicable to dislocated workers.

During the period of July 2008 to June 2009, the RR Unit received and responded to sixty-three (63) WARN Notices, met with one hundred thirty-six (136) employers and unions where present, and presented to 8,593 workers. Employment sites where face-to-face contact was not possible were provided packets of information, benefiting an additional 6,682 dislocated workers, including human resources managers and union representatives. The RR Unit also helped organize and attended fourteen (14) company-sponsored or statewide job fairs.

National Emergency Grants (NEGs) are discretionary awards, approved by the U.S. Secretary of Labor, made when there are large layoffs or plant closings. NEGs are intended to complement

WIA formula funds at the state and local level by providing supplemental funding for retraining, re-employment services, and other adjustment assistance for the dislocated workers in these large layoffs.

In PY08, the agency received three new NEG. The first grant was awarded in October 2008 for workers laid off from Quebecor World Northeast Graphics, Inc. in North Haven. This was a dual-enrollment grant in which the NEG would provide wrap-around services (i.e., assessment, job development and job placement) to workers who were also eligible for Trade Act benefits. The award was \$637,400 to serve 150 workers. By June 30, 2009, 128 former Quebecor workers had received services and 35 entered employment.

The second grant was awarded in February 2009 for workers laid off from Foxwoods Resort Casino in Ledyard. The award was for up to \$880,286 to serve 165 Foxwoods workers. By the end of the program year, 86 former workers had received core and intensive services.

The third National Emergency Grant was for workers laid off statewide from financial sector companies following the fall 2008 financial crisis. The southwest and north central areas of Connecticut experienced the majority of the financial sector job losses. This NEG was submitted as a Tri-State Grant to serve workers laid off from the financial sector in Connecticut, New York, and New Jersey. Connecticut received \$2,625,312 to serve 676 of the affected workers.

Employment and Training

During Program Year 2008, staff in One-Stop Career Centers, in *CTWorks* offices statewide, provided employment services to almost 40,000 Connecticut residents including more than 6,000 veterans. Services included assistance with career choices and job searches; job search resources such as fax machines and computers with Internet connection; books, videos, and newspapers; and workshops on résumé writing, interviewing and career exploration. Customers were provided job information and assistance as well as information about specific companies and labor market trends. In addition, more than 600 individuals received résumé services at CTDOL-sponsored career fairs. Résumé preparation services were provided by staff with board-certified credentials from the Professional Association of Résumé Writers.

The Enhanced Reemployment Services program identifies unemployment insurance claimants who are likely to exhaust their benefits, are unlikely to return to their previous occupations, and will need job search assistance services to make a successful transition to new employment. As a result of the economic downturn, centers aggressively increased the number of individuals selected for reemployment services. This priority resulted in an 89% increase in clients receiving orientation sessions from the previous year, for a total of 9,872 individuals served. Orientation sessions included labor market information, career guidance, information on CT JobCentral, an overview of One-Stop Career Center services, and details on UI benefit rights and responsibilities. Many claimants also received more direct, individualized employment services and training to facilitate their return to employment.

Integrated Case Management Services

Participants of the state's Temporary Assistance for Needy Families (TANF) program, known as Jobs First Employment Services (JFES), continued to receive case management services during PY08 from sub-contractors of each Workforce Investment Board, which are under contract with the Department of Labor.

In March 2009, participants receiving TANF were introduced to a motivational JFES program, Steps to Success, which included a combined orientation with more intensive employment planning. Each of the five WIB regions, Eastern, Northwest, South Central, North Central and Southwest had the capability of facilitating their own Steps to Success workshop, further enhancing the JFES program.

The continuation of streamlined services in the state provides participants with one point of contact for both WIA and Jobs First Employment Services. By integrating services, overhead costs are also minimized, an essential cost savings measure especially in the current economy. Also, and perhaps most importantly, easier access to the variety of One-Stop services for JFES participants is assured through streamlining efforts.

Job Corps

Through Job Corps, youth have the opportunity to receive educational and vocational training, thereby gaining the skills needed to become employable, independent citizens. This federally-funded program offers both residential and non-residential placements for youth ages 16-24 (no upper age or income limits for those with disabilities). Career training is emphasized and educational remediation, vocational training, and social skills training are offered. Drivers' education, health and dental services, meals, an annual clothing allowance, and on-site day care for children of non-residential students are also offered. Students with disabilities are helped with accommodations to be successful in Job Corps programs.

Administered by the U.S. Department of Labor Employment and Training Administration, Job Corps's success is largely due to the collaborative efforts of program operators which include CTDOL, local Workforce Investment Boards, state and local agencies, and other organizations. Over \$1.6 million of in-kind services are provided to the Job Corps by the Connecticut Department of Labor and other state and local agencies. CTDOL staff in the Job Corps centers coordinate a variety of state and local services and programs to maximize benefits to all students. Numerous workshops are provided on-site at Job Corps, career counselors are available at One-Stops for Job Corps students to receive individualized services, and, on a regular basis, students visit One-Stop facilities to utilize available resources. Job Corps also works closely with program graduates and employers to make successful employment matches.

A variety of trades are offered at two Connecticut Job Corps locations. New Haven Job Corps Center offers Culinary Arts, Advanced Baking and Pastry, Health Occupations (Certified Nursing Assistant), Facilities Maintenance, Carpentry, and Stationary Engineering (HVAC). Trades available at the Hartford Job Corps Academy include Business Technology/Insurance & Finance, Manufacturing, and Certified Nursing Assistant.

Connecticut Youth Leadership Project

The Connecticut Youth Leadership Project (CTYLP) is a youth program that is designed to empower young people with disabilities to realize their leadership potential. Through self-awareness and team-building activities, youth explore leadership styles and develop and implement team and personal leadership plans.

During PY08, two Hartford Job Corps Academy students in the Certified Nursing Assistant program completed training and a 65-hour internship at the Connecticut Youth Leadership Forum, a week-long leadership event held by CTYLP for students with disabilities. The educational program, held at the University of Connecticut's campus in Storrs, offered students the opportunity to serve as mentors, leaders, and instructors.

The goals of the forum are to help youth with disabilities meet the challenges of the future, overcome obstacles, and become leaders so they can make a difference in their communities and for others with disabilities. Benefits to the Job Corps students were tremendous. Activities included:

- Training sessions on how to work with individuals with a wide range of disabilities;
- Assisting and monitoring small and large group discussions;
- Social and outdoor adventure activities;
- Serving as peer role models; and
- Assisting in the development of leadership action plans.

International Visitors

On October 29, 2008, New Haven Job Corps hosted international visitors from China's Shandong Provincial Federation of Trade Unions. Li Zhen, Director of the Policy of Research Office, and Su Zhi, Vice-Chairman, toured the center and spoke with trades instructors about the vocational education and certification that students acquire while at Job Corps. Mr. Zhen and Mr. Zhi were in Connecticut as part of an internship program coordinated through the U.S.-China Business Center at Central Connecticut State University. The objective of the internship was to observe first-hand the practices of state agencies and municipal governments.

In addition to the tour and an overview of the Job Corps, a luncheon was held in honor of the visitors. Students of the Culinary Arts and Advanced Baking and Pastry programs at Job Corps created a menu, purchased food, and prepared a typical Thanksgiving dinner for 35 people. The luncheon was attended by CTDOL staff, New Haven Job Corps Center senior management, and student government leaders.

Serving People with Disabilities

CTDOL works in conjunction with the Commission on the Deaf and Hearing Impaired, Bureau of Rehabilitation Services, Department of Social Services, as well as other state agencies and community-based organizations toward the goal of improving the lives of people with

disabilities. CTDOL is also a member of the Governor's Committee on Employment of People with Disabilities and supports the Committee's mission of addressing the workforce development needs of individuals with disabilities.

During PY08, as in past program years, CTDOL supported the Youth Leadership Forum (YLF), an event held each summer for high school students with disabilities. CTDOL's grant of \$2,500 assisted the YLF in providing activities designed to teach the students leadership skills, improve their social and communication skills, and help them learn to overcome obstacles they may face.

For more information on disability resources for job seekers and employers, please visit <http://www.ctdol.state.ct.us/gendocs/pwd.htm>. This website, developed collaboratively between CTDOL's Equal Opportunity Unit and the Governor's Committee on Employment of People with Disabilities, includes information on assistive technology, tax credits, workplace accommodations, and disability employment initiatives in Connecticut.

Serving Our Veterans

During Program Year 2008, over 3,489 veterans received a wide array of services from CTDOL's Office for Veterans Workforce Development (OVWD) staff. Funded in full by the USDOL VETS program, OVWD operated on a \$1,787,000 budget in PY08 and, in addition to providing information on various benefits for eligible veterans, the following were offered to make the transition from military to civilian life as seamless as possible:

- Employment assistance
- Veterans' preference
- Career coaching
- Job search workshops
- Unemployment insurance
- Training opportunities
- Résumé preparation
- Vet-related legislative updates/current events

Also during PY08, OVWD sponsored two very successful *Heroes4Hire* job fairs. More than 1,900 veterans and over 85 employers attended the job fairs, held in July and October 2008. In addition to having the chance to meet with representatives from companies looking to fill job openings, veterans were provided with information on veterans' benefits, vocational rehabilitation, résumé critique assistance, education and career options, and career development guidance.

The OVWD also provided transitioning services to Connecticut's National Guard and Reserve troops returning from Operation Iraqi Freedom and Operation Enduring Freedom in Afghanistan. At demobilization briefings, services were provided to over 465 troops and information on ex-military unemployment benefits, federal training programs including WIA-funded programs, education, and employment programs was provided. This process is very important to our troops and, unlike other conflicts the U.S. has been involved in, this is the only time in history that these services have been provided prior to the service members' discharge from active duty. This is a team approach with staff from the U.S. Department of Veterans Affairs, State Veterans Affairs, USDOL, and the Connecticut Department of Military.

In addition to the demobilization briefings, the OVWD facilitated 44 Transitional Assistance Program (TAP) workshops at the United States Navy Submarine Base in New London for over

600 members of the Armed Forces who were in the process of separating from the military. The TAP workshops cover résumé writing, interviewing skills, transferable skills, budgeting and how to search for employment using the job bank.

The OVWD staff also provided services to veterans in need at Stand Down, held in September 2008 at the State Veterans' Home in Rocky Hill. Stand Down is held to provide services to homeless, chronically unemployed veterans, and veterans who are having difficulty adjusting in society.

Notable Projects and Events

Connecticut Learns and Works Conference

“Creating Success Today for Tomorrow’s Careers” was the title of the Connecticut Learns and Works Conference held May 8, 2009, which was attended by more than 250 people. This statewide annual conference provides employment and training specialists, counselors, and business individuals interested in workforce issues with a greater understanding of changes occurring in the workplace that will affect jobs and careers in the future. The event was co-sponsored by the Connecticut Department of Labor, the State Department of Education, the Connecticut Career Resource Network, the state’s Community College System, and the Connecticut Department of Economic and Community Development.

The event featured John Krumboltz, a professor of Education and Psychology at Stanford University and one of this country’s leading experts in the field of career exploration. He is also a co-author of the popular *Journal of Psychology*. Mr. Krumboltz presented a convincing case for his theory about the effect of randomness – or “happenstance” – in the field of career exploration and shaping one’s career choice.

The workshops presented at this year’s conference offered stimulating and insightful topics to participants as follows:

- ✦ Connecticut’s Connect-Ability Initiative
- ✦ Connecticut’s Marine Science/Aquaculture Careers, Programs and Opportunities
- ✦ Diversity Competency in Education in the Workplace
- ✦ Empowering, Educating & Providing Students with a Foundation for Success in Health Careers
- ✦ Greening of Connecticut’s Economy
- ✦ Integrating 21st Century Skills in the Classroom
- ✦ Manufacturing Today – Building Tomorrow’s Workforce
- ✦ Lights, Camera, Action: Developing a Trained Workforce for the Motion Picture, Broadcast Television and Digital Media Industries

The Career Express



The *Career Express*, Connecticut’s mobile career center, traveled to locales around the state during its fifth year of operation, offering workforce and job skills development services to the public. The vehicle is equipped with several computer workstations, high-speed Internet access, an audio-visual system, plasma TV and

SMARTBoard. It is also outfitted with a hydraulic wheelchair lift, making it fully accessible to persons with disabilities.

The *Career Express* made 136 stops and provided services to 3,176 visitors in PY08. Staff assisted 123 job seekers with on-line applications at employer recruitment events, provided assistance with résumés and job search strategies for 177 job seekers at various mental health and substance abuse treatment facilities, and 68 individuals in re-entry programs received advice on interviewing, résumés, and assistance with job searches. During the 2008 program year, a total of 192 individuals received job search assistance at site visits to homeless shelters and soup kitchens through the Homelessness and Supportive Housing Initiative, including Project Homeless Connect events in Danbury, Hartford, New London, and Norwich. Job search assistance and information on *CTWorks* services were also provided to more than 348 individuals at career fairs and community organizations. A total of 130 veterans were served at five events held throughout the year, including four job fairs and Stand Down 2008.

In addition to Internet job search and on-line application assistance offered on board the *Career Express*, a variety of workshops on topics such as job search strategies, application and interviewing techniques, résumé writing, career exploration, and labor market information were provided to 1,215 students from high schools, technical and vocational schools, colleges, Hartford and New Haven Job Corps Academies, and adult education programs throughout Connecticut.

As a result of the economic downturn over the past year, scheduling the *Career Express* to provide services to Connecticut's unemployed became the top priority. *Career Express* helped to extend the reach of the *CTWorks* centers by bringing much-needed reemployment services directly to neighborhoods and smaller communities. Counselors on board the *Career Express* worked with 935 jobseekers at 43 stops to libraries across the state. Jobseekers received résumé critique from professional résumé writers, learned about job search resources such as CT JobCentral, conducted on-line job searches, and learned about more extensive employment services offered at the *CTWorks* career centers.

CT JobCentral

CT JobCentral provides state labor exchange in alliance with JobCentral, the national labor exchange powered by DirectEmployers Association and endorsed by the National Association of State Workforce Agencies. This self-service job bank provides a wide range of employment services including job listing distribution to and from state employment websites and participation in a national labor exchange with other states. Job seekers can search jobs representing all types of work and post their résumés on-line. Employers can post jobs and search résumés for qualified candidates. Technical assistance is provided to both employers and job seekers by CT JobCentral staff.

Connecticut was one of the first states to launch this web-based system and tremendous progress has been made since the July 2007 startup. Over 3,600 new account requests from employers were granted to CT JobCentral this year. In addition, this year employers posted more than 15,380 new Connecticut job opportunities to the system and job seekers posted 14,605 résumés.

Disability Program Navigator Grant

The Disability Program Navigator Grant, originally a two-year grant awarded to the Connecticut Department of Labor by USDOL in May 2007, established the role of navigators to coordinate and provide assistance to people with disabilities as they “navigate” through the challenges of attaining employment. Staff includes a state-level Lead Program Navigator at CTDOL and six Regional Disability Program Navigators (DPNs) located at *CTWorks* One-Stop Centers. The DPNs attend local area disability meetings, job/career fairs, and chamber of commerce events to market the Disability Program Navigator Initiative and the programs and services available at the *CTWorks* Centers, and to network with employers, community agencies, and individuals with disabilities. The Disability Program Navigator Initiative has substantially increased the number of individuals with disabilities utilizing the *CTWorks* One-Stop System statewide. The DPN Grant recently received an extension through June 30, 2010.

Through the Disability Program Navigator Grant, USDOL also provided additional funds to support the Workforce Innovation in Regional Economic Development (WIRED) Disability Research Project. WIRED, a federal initiative, supports the development of a regional, integrated approach to workforce and economic development and education. The WIRED Disability Research Project specifically entails a workforce-based study of people with disabilities. A full report will be available in the fall of 2009. This project is led by The WorkPlace, Inc. and will cover southwestern Connecticut and Westchester and Putnam Counties in New York.

Workforce Investment Boards’ Innovative Practices, Challenges, and Exemplary Programs

Northwest (Northwest Regional Workforce Investment Board)

Manufacturing Technology Welding Fundamentals

The Northwest Regional Workforce Investment Board (NRWIB) and Naugatuck Valley Community College (NVCC) united in July 2008 to develop a program that addresses the nation’s growing demand for welders. With 2010 approaching, it is expected that many of the nation’s welders will begin to retire. As a result, approximately 200,000 - 450,000 welding jobs nationwide will be left for the United States to fill over the next few years.

Under the leadership of Daisy De Filippis, NVCC President, the college invested considerably in the curriculum development and equipment required to implement the Manufacturing Technology Welding Fundamentals program. Naugatuck Valley Community College now joins Asnuntuck Community College in offering a college-level welding program. The NRWIB and NVCC’s program will prepare students for entry-level jobs that require welding skills.

WIA adults and dislocated workers have been referred for enrollment in this non-credit certificate program. Twenty students have enrolled in the 360 hour welding program, which includes 90 hours of manufacturing math, 90 hours of blueprint reading instruction, and 180

hours of welding instruction. Students attend classes four days per week over an 18-week period.

Youth

Over the years, summer jobs programs for youth have benefited the northwest region of Connecticut thanks to the efforts and activities of participants who worked in numerous industries and businesses. Summer jobs programs offer many participants their first work experience opportunity and a chance to begin future career exploration activities. Some of the jobs that were available during the summer of 2008 were:

- Clerical (office, legal, medical)
- Maintenance
- Children's recreational programs
- Journalism
- Retail
- Restaurant/food service
- Summer camps
- Team & youth leadership
- Tech-media

Among the most notable of the summer programs was the Waterbury Police Activity League (PAL). PAL participated in the Summer Youth Employment Program for the first time during the summer of 2008. Over 200 youth, ages 14 to 18, participated in the five-week program at the PAL William J. Sullivan Learning Center in Waterbury. Youth were assigned to one of four institutes which included tutoring, boat building, culinary, and landscaping. In addition, the learning element of each institute involved a hands-on project and field trips. Eighty students were trained to provide tutoring to elementary-level summer school students. The other three institutes each had 40 student participants.



PAL's summer youth boat building project proved to be a success

During the spring of 2009, considerable planning and development efforts were underway in order to best utilize ARRA funds for the Summer Youth Program. Arrangements with numerous work-based learning sites were established within the region. Exceptional efforts were made to match youth with appropriate worksites based on interests so as to make for a positive work experience. By the summer youth application deadline at the end of May 2009, more than 1,505 youth had submitted applications to the Northwest Regional Workforce Investment Board. From this number, a total of 1,186 youth applicants were determined eligible and employment opportunities for 744 were set for the coming summer program.

Southwest (The WorkPlace, Inc.)

Veterans Program

During PY08, homeless veterans benefited from job training and housing offered through the Homeless Veterans' Reintegration Program (HVRP). The program started in 2003 with a grant from the Veteran's Employment and Training Services Office of the U.S. Department of Labor and has been renewed annually based on the outstanding results achieved. HVRP partners

include Homes for the Brave, the Veterans Administration, *CTWorks Southwest*, and The WorkPlace, Inc. To commemorate Veteran's Day 2008, Senator Chris Dodd (D-CT) visited Homes for the Brave in Bridgeport and heard from program participants about the program's impact on their lives.

Mortgage Crisis Job Training Program

The Mortgage Crisis Job Training Program (MCJTP) helps borrowers throughout Connecticut increase their job skills and become more financially stable. MCJTP is a project of The WorkPlace, Inc. in partnership with the Connecticut Housing Finance Authority (CHFA), Capital Workforce Partners, and Connecticut's workforce system. As the first of its kind in the nation, the program provides a workforce development system response to the mortgage and foreclosure crisis.

MCJTP, which began in July 2008, has served over 2,500 customers and provided over 500 training scholarships to homeowners facing foreclosure and in need of training to increase earning capacity. On March 30, 2009, the Mortgage Crisis Job Training Program sponsored a Health Care Career Forum in Bridgeport. Connecticut Governor M. Jodi Rell, Bridgeport Mayor Bill Finch, and The WorkPlace Inc.'s CEO and President, Joseph Carbone, were part of a panel discussion at the event. Over 50 participants came to hear information about four top health care careers and had the option of signing up for training opportunities.



Bridgeport Mayor Bill Finch, Gov. M. Jodi Rell, and Joseph Carbone at the Health Care Career Forum

Youth

Arts in the City

Arts in the City, a new project of The WorkPlace, Inc., helps Bridgeport youth gain work experience through paid internships at local arts and cultural non-profit organizations. The goals of Arts in the City include exposing youth to the arts and helping youth build confidence about exploring new opportunities - including career and education options - that may exist in this arena.

Eight Bridgeport high school students were selected from over 100 applicants to intern at the following participating organizations: Connecticut Free Shakespeare, Downtown Cabaret Theatre, Fairfield County Weekly, Housatonic Community College Museum, and Playhouse on the Green. During the eight-week internships, participants work 20 hours per week and receive minimum wage. All wages are paid by grants received to support the program. In addition to the training the students receive from their host organization, they meet weekly with The WorkPlace, Inc. staff for career planning.

YouthWorks - HAZWOPER Certification

Through collaboration with Environmental Management Geological Consultants (EMGC) and Career Resources, Inc., participants in The WorkPlace's YouthWorks, a WIA Youth Program, were able to train in HAZWOPER (Hazardous Waste Operations and Emergency Response) and

asbestos abatement training. During the course of the training, participants learned about asbestos, including health effects, and were informed about sources of environmental asbestos contamination in walls, roofs, floor tiles, boilers, and ceiling tiles. They were trained in hazard recognition and respiratory protection and learned the procedures involved in encapsulation, enclosure, and renovation methods. Six participants in this class have passed the Supervisor Certification for Hazwoper and Asbestos Abatement and received the necessary job-readiness skills to gain employment.

WIA/ARRA Summer Youth 2009 Planning and Development

The WorkPlace, Inc. processed over 2,500 applications that were submitted by prospective participants for an opportunity to be a part of the 2009 summer youth Earn & Learn program, which included funding from WIA and ARRA. Originally, The Workplace set an application deadline of April 20, 2009. By that date, approximately 1,200 applications had been received and a second deadline of May 15, 2009 was established to ensure that additional youth in the region had equal opportunity to apply and be part of this career exploration program.

The WorkPlace, Inc. and staff spent numerous evenings and weekends meeting with parents and youth to review applications and determine eligibility based on Workforce Investment Act requirements. Additionally, staff worked with vendors, employers, and participants to provide a seamless transition from work-readiness training to employment. The WorkPlace staff worked simultaneously in Bridgeport, Stamford, Norwalk and surrounding areas to ensure WIA eligibility requirements had been met and to appropriately place 675 participants in employment offerings at over 175 worksites.

Eastern (Eastern CT Workforce Investment Board - EWIB)

Regional Innovation Grant

The Eastern CT Workforce Investment Board (EWIB) received a federal Department of Labor Regional Innovation Grant in May 2008. Supported by national consultants, EWIB examined the skills sought by high-wage employers in the region. Common denominators such as reliance on high-quality engineering and technical job skills led to the identification of competencies that will support current and potential high-value opportunities for the region. The competencies that will drive economic growth in the Eastern region and provide wages that will shrink the wage gap between this region and the rest of Connecticut are:

- Engineering – which undergirds manufacturing, defense, design, energy, power, and utilities;
- Energy management – can help establish exportable occupations;
- Information technology – a critical infrastructure element of logistics, measurement, smart grid (energy), and supply chain; and
- Fundamental Science, Technology, Engineering, & Math (STEM) disciplines – a broad area that feeds numerous existing and emerging sectors.

The next step in the project was to inventory training in the region as applicable to these competency areas and identify the gaps where additional capacity needs to be developed. The Regional Innovation Grant has provided the opportunity for employers, educators, economic

development specialists, and local elected officials to look at ways to support the region in a totally different way - through a competency lens. These skills, once cultivated, allow a diverse group of employers to prosper and also provide workers the ability to have a skill set that makes them competitive for multiple positions, at multiple employers, and with higher wages. EWIB investments will follow this path.

Human Service Infrastructure Integration Pilot

EWIB partnered with Thames Valley Council for Community Action (TVCCA) to better serve the most vulnerable One-Stop customers through the Human Service Infrastructure (HSI) Integration Project. This pilot program, operated at two *CTWorks* in the region, improved services for low-income, low-skill customers through a holistic approach that addressed not only their employment and educational needs, but their basic needs as well. The pilot improved coordination of services and leveraged multiple federal, state, and local funding sources. Customers ultimately benefited as a result, by overcoming barriers and achieving economic self-sufficiency.

The pilot brought two human services case managers into the Norwich and New London *CTWorks* Career Centers. These case managers conduct in-depth interviews with customers who have been identified, through the use of a simple screening tool administered by *CTWorks* staff, as possibly benefiting from basic or emergency services. Appropriate linkages are then made to programs and services that the customers may be eligible for (i.e., food stamps/SNAP, childcare, energy/utility assistance, emergency/subsidized housing, clothing, medical assistance, etc.) In addition to assisting customers in applying for such services and following up to ensure the needed services are being received, the case managers actively support each customer in pursuing goals and in working effectively with the *CTWorks* employment counselor. During the six-month pilot, which ended in June 2009, the HSI Integration Project case managers worked with 118 customers. EWIB will be expanding this service to all *CTWorks* offices in the region in PY09.

Youth

Expansion of Youth Pipelines

For the past two years, EWIB has implemented a Health Pipeline for disadvantaged high school students interested in healthcare careers. EWIB has perfected this program model which includes:

- Recruitment (assisted by high school guidance counselors);
- Up-front, on-line health content training aided by a technology consultant and a Community College Content Coach;
- Case management by the WIA youth provider;
- Career awareness; and
- First aid and CPR training by the Area Health Education Center (AHEC).

The program culminates in a six-week paid internship at one of the region's four hospitals. EWIB also negotiated high school credit for students who successfully completed this pipeline program.

This year, EWIB continued the Health Pipeline and also expanded the opportunities to Early Childhood Education and Manufacturing. With seed money from Connecticut's Career Ladder Advisory Board, EWIB teamed up with the Early Childhood Education program at Three Rivers Community College for career information and hands-on lessons; Employment & Training Institute (ETI), the technology service provider, for on-line workplace skills instruction; and EASTCONN, which provided case management. Thirteen youth began the program and ten completed the training component, moving into the internship phase at childcare centers in the region.



Early Childhood Education Pipeline participants in on-line training

The Manufacturing Pipeline, a program for both in and out-of-school youth, was established through a collaborative effort and included a training component at Quinebaug Valley Community College (QVCC), case management by EASTCONN, and Quinebaug Valley Plastics Institute's employer input and internship sites. The training portion of the program consisted of a required core set of on-line courses from Tooling U, an elective on-line component in one of three areas (machining, plastic manufacturing, or quality control) and an eight-hour Light Manufacturing Lab. Upon successful completion of these components, students older than 18 entered a 150-hour paid internship at a plastic company, while those under 18 continued at QVCC with courses in Computer Aided Design (CAD), Light Industrial, and Quality Control and began a 75-hour summer youth internship to develop workplace skills. Fourteen students began the program and ten successfully completed.

Preparations for Summer Stimulus Funding

Notification of ARRA Stimulus funding for a 2009 Summer Youth Employment Program brought a mix of excitement and anxiety to staff at the Eastern CT Workforce Investment Board and their contracted youth vendors. To attempt to more than double the numbers of youth served in the previous summer and do so under WIA's challenging eligibility criteria, would be a daunting undertaking. However, EWIB, EASTCONN, New London Office of Youth Affairs, Norwich Youth and Family Services, and TVCCA promptly established a process to prepare for this significant undertaking. During the spring, recruit efforts resulted in over 1,100 youth applying and 780 youth being determined eligible to participate. With the help of Chambers of Commerce and the *CTWorks* Business Services team, over 175 job sites were established in both the private and public, non-profit sectors. The reward for all this hard work was that more than 660 youth were placed at jobs in 29 towns in the region for the coming summer of 2009.

North Central (Capital Workforce Partners)

Allied Health Project

Capital Workforce Partners (CWP), in partnership with Capitol Region Education Council, Vernon Regional Adult Education, Capital Community College, Manchester Community College, and Tunxis Community College offers the Allied Health Project. This career ladder or

lattice system assists health care organizations to grow their own workforce through the utilization of a School-at-Work (SAW) model and pre-SAW programs in basic skills. Participating hospitals and health facilities include Hartford Hospital, Hospital of Central Connecticut, St. Francis Hospital, Connecticut Children's Medical Center, Eastern Connecticut Health Network, Visiting Nurse Association, and Bristol Hospital. The project's approach creates a continuum of career and clinical skills training programs for Certified Nursing Assistants in long-term and/or rehab centers.

Further, Capital Workforce Partners has developed a health care partnership with long-term care and home care providers to address training needs. Employer partners have included Southington Care Center, VNA Health Care, Chelsea Place, Woodlake of Tolland, and others.

Workforce Stars

Each June, Capital Workforce Partners honors and presents awards to "workforce stars." This year's event was held at Central Connecticut State University and numerous awards were bestowed. The celebration, which includes a breakfast for award winners, recognizes:

- Individuals who have used the workforce system to better their lives;
- Individuals recognized for their service excellence and results;
- Business people who recognize the importance of workforce and talent development for not just their own competitive advantage, but for the region's and nation's as well;
- Individuals in government who influence policy to support workforce issues; and
- Individuals who make a difference.

Award Winner Angela Dunnham

Angela's young life began with a rocky childhood that included little or no positive parental influence, living arrangements that varied from the foster care system to numerous relatives, picking fights at school, and disciplinary actions. She could have continued on this detrimental path, but after connecting with Blue Hills Civic Association, finding great mentors and coaches, and mastering Capital Workforce Partners' Career Competencies (see summary that follows), Angela has chosen a more successful pathway to her future.



Angela was selected for the Workforce Star award for her distinguished efforts as a youth leader. She participated in numerous training forums, was a presenter on "youth employment" at the State Capitol and City Council, and is a staunch advocate for youth development and employment programs. Angela is also a member of the 1st District Congressional Cabinet and served as editor of her school newspaper. She is headed to Dartmouth College this fall to pursue her dream of becoming a journalist.

Youth

CWP Career Competencies

During PY08, Capital Workforce Partners continued to implement its *CWP Career Competencies* system with educational partners throughout the region, offering a system defined by business, for business. The competencies training, implemented in all year-round and summer youth programs this year, is defined as the skills required for success in entry-level employment and/or post-secondary education. In regard to the competencies, success is defined as “the ability to obtain, retain, and progress in a work or post-secondary education setting.”

The *CWP Career Competencies* include:

- Basic Skills
- Computer Literacy
- Customer Service
- Personal Qualities
- Problem Solving and Decision Making
- Interpersonal Communications
- Job-Seeking Skills

The *CWP Career Competencies* are divided among four tiers to enable sequential, comprehensive, and progressive learning of specific competencies in a discrete program. Youth may not progress to the next level until the specific tier level competencies have been attained. By the time youths complete the Tier IV *Career Connections* program, they should have the necessary skills to become workforce certified and be better prepared for their career futures.

ARRA - Summer Youth Employment Program Preparation

The passage of ARRA led Capital Workforce Partners to launch an intensive, region-wide effort to publicize the federally-funded Summer Youth Employment Program. CWP convened a forum for the youth services providers throughout the region to announce plans for the summer program, and to call for community-wide collaboration on the outreach, recruitment, and intake process. Nineteen community-based organizations contributed space and staff support, allowing CWP to conduct 64 intake sessions at 26 locations between late March and early June. Most sessions were held evenings and Saturdays to accommodate youth and their parents, and response was overwhelming.

An intake team of 10 full-time CWP staff along with 15 part-time staff processed more than 3,700 applications and determined 2,431 youth to be eligible for the 1,100 summer jobs funded by ARRA. Calls from young people and parents continued to come in well beyond the June 3, 2009 application deadline, demonstrating an unmet need for summer opportunities for youth.

South Central (Workforce Alliance)

Services for People with Disabilities Expands to Include ConnectAbility

Workforce Alliance has expanded services to individuals with disabilities through ConnectAbility, a grant that assists both employers and jobseekers on issues related to workers with disabilities. Workforce Alliance’s Disability Program Navigator provides a point of

contact as well as information for employers and their staffs to assist individuals with disabilities to enter the workforce. Increasing public exposure, specifically in regard to assistive technologies and workplace integration, is also a goal.

Hundreds of customers have been served in recent program years, with most being guided to training or skill-building resources. Over one hundred have been matched with jobs. In addition, through outreach efforts and public speaking engagements by staff, the ConnectAbility message has been directed to hundreds of business people and individuals. From the day posters were distributed to promote this effort, the colorful signs have drawn daily calls of interest from all thirty municipalities served by Workforce Alliance.

Marine Trades Training - Round 2

Following the success of Workforce Alliance's Marine Technician Training project, where nearly a dozen participants were trained to work in the state's busy maritime industry, a second training class was formed for recent high school graduates, under-employed individuals, and qualified but unemployed adults. Program graduates are certified in the American Boat and Yacht Council's (ABYC) National Marine Trades Curriculum.

Sound Marine Skills, Inc. (SMS), Sound School Regional Vocational Aquaculture Center, Workforce Alliance, the Connecticut Department of Labor, and several full-service marinas and boatyards in the area are partners in the training program. Employment opportunities include those at marinas serving recreational boating and noncommercial fishing, retail boat sales and marine equipment dealers, manufacturers, shipping companies, port operations and harbor development.

The program exposes participants to diesel engine theory, repair and maintenance, fiberglass construction and repair, boating and shop safety, fisheries management, metal working, boat handling and navigation, boat design and construction, and vessel systems such as plumbing, electrical, fuel, hydraulics, steering and rigging. This year, a hands-on learning project required the marine students to rebuild a lobster boat, including the engine, plumbing, and electrical systems. Upon graduation, trainees have certifications that can launch them into year-round jobs that can pay up to \$70,000 and even \$100,000 per year with overtime.

Workforce Alliance Honors Equal-Pay Supporter, Congresswoman Rosa DeLauro

At its 30th Annual Meeting, Workforce Alliance honored U.S. Representative Rosa DeLauro for her decades of commitment to the workers and families of southern Connecticut. She was especially commended for her long-standing congressional fight, and win, for the Lilly Ledbetter Fair Pay Act, which closed loopholes in the original equal-pay act, and was also praised for her support for an increase in the minimum wage. Pictured here are William P. Villano, Executive Director of Workforce Alliance, and Congresswoman DeLauro at a press conference held on the legislation in New Haven.

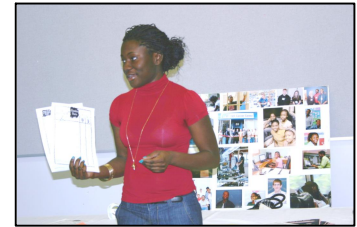


Youth

YouthNet InfoXchange 2009

YouthNet InfoXchange 2009, held on March 12, 2009, drew more than a hundred people interested in youth training and advocacy to the New Haven Jobs Corps athletic center. The “Fitness Trail” consisted of a circuit of five different best practices presentations by Youth Council-funded organizations. Each presenter gave their project summaries to successive groups, allowing attendees to hear all the presentations as well as network with their peers.

Unsurprisingly, it was the youth in attendance who made the biggest impressions on the audience. Youth were part of the planning team for the event, participated in the individual presentations, and spoke before the entire audience. Youth represented Job Corps, ACES, Wilbur Cross High School, Hill Regional Career High School, Lyman Hall High School, and Quinnipiac University.



*Youth Council presenter
Jennifer Quaye*

This year’s YouthNet InfoXchange was the fourth annual event, with each attracting more attention and increasing interest from a number of youth providers from outside the region, which underscores its broad impact. To further promote this and allow other Workforce Investment Boards and organizations involved in youth development an opportunity to see South Central’s efforts, a video of the event was produced. To view the video, please go to <http://www.workforcealliance.biz/video/youthnet09.html>.

Youth Employment Challenges Met with Stimulus Funding

During the spring of 2009, Workforce Alliance diligently planned and implemented all the essential elements of the summer youth employment program funded through ARRA. Staff built on existing partnerships with educators, local governments, and the employer community to establish positions for the benefit of summer youth participants. Staff and partners put in night and weekend hours to accomplish matches between the youths and employment opportunities. Four temporary workers were added to the project to help process the required paperwork for the large volume of applicants.

The South Central’s thirty-town region has active summer youth partnerships with eleven communities, which resulted in a record 3,374 applications. The ARRA funding enabled placement of 850 youth while other funding, notably from the cities of New Haven and West Haven, allowed for placement of an additional 959 youth, for a total of 1,809 youth, or more than 50% of the applicants, in summer employment.

TABULAR SECTION

TABLE A - CUSTOMER SATISFACTION RESULTS

	Negotiated Performance Level	Actual Performance — American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	76.0	77.0	989	1,890	1,405	70%
Employers	76.0	78.5	893	1,258	1,258	71%

TABLE B - ADULT PROGRAM RESULTS AT-A-GLANCE

	Negotiated Performance Level	Actual Performance Level	
Entered Employment	81.0%	80.4%	366
			455
Employment Retention Rate	85.0%	89.0%	630
			708
Average Earnings	\$11,160	\$11,810	\$7,074,409
			599
Employment and Credential Rate	70.0%	67.3%	364
			541

TABLE C - OUTCOMES FOR ADULT SPECIAL POPULATIONS

	Public Assistance Recipients Receiving		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment	74.5%	79	81.3%	13	71.4%	10	68.2%	15
		106		16		14		22
Employment Retention Rate	89.6%	112	91.7%	22	82.4%	14	95.2%	20
		125		24		17		21
Average Earnings	\$10,437	\$1,085,473	\$11,257	\$236,391	\$9,446	\$122,799	\$12,731	\$229,165
		104		21		13		18
Employment and Credential Rate	60.0%	63	73.3%	11	35.3%	6	43.8%	7
		105		15		17		16

TABLE D - OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment	81.0%	264	79.1%	102
		326		129
Employment Retention Rate	88.5%	484	90.7%	146
		547		161
Average Earnings	\$11,874	\$5,474,059	\$11,597	\$1,600,350
		461		138

TABLE E - DISLOCATED WORKER PROGRAM RESULTS AT-A-GLANCE

	Negotiated Performance Level	Actual Performance Level	
Entered Employment	89.0%	87.6%	473 540
Employment Retention Rate	91.0%	92.1%	615 668
Average Earnings	\$16,900	\$17,135	\$10,075,628 588
Employment and Credential Rate	74.0%	71.8%	296 412

TABLE F - OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment	75.8%	25 33	85.7%	6 7	86.5%	77 89	60.0%	3 5
Employment Retention Rate	91.5%	43 47	90.9%	10 11	91.5%	97 106	100.0%	6 6
Average Earnings	\$21,594	\$842,161 39	\$18,976	\$189,761 10	\$17,516	\$1,646,517 94	\$10,411	\$62,463 6
Employment and Credential Rate	39.3%	11 28	66.7%	4 6	70.2%	40 57	80.0%	4 5

TABLE G - OTHER OUTCOME INFORMATION FOR THE DISLOCATED WORKER PROGRAM

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment	88.7%	338 381	84.9%	135 159
Employment Retention Rate	92.6%	465 502	90.4%	150 166
Average Earnings	\$16,785	\$7,485,924 446	\$18,237	\$2,589,704 142

TABLE H.1 - YOUTH (14-21) PROGRAM RESULTS

	Negotiated Performance Level	Actual Performance Level	
Placement in Emp. or Education		77.5%	323
			417
Attainment of Degree or Certificate		73.9%	122
			165
Literacy and Numeracy Gains		22.0%	84
			381

TABLE H.2 - OLDER YOUTH (19-21) RESULTS

	Negotiated Performance Level	Actual Performance Level	
Entered Employment	75.0%	81.0%	115
			142
Employment Retention Rate	85.0%	85.3%	157
			184
Earnings Change in Six Months	\$3,800	\$3,784	\$582,678
			154
Credential Rate	59.0%	69.8%	141
			202

TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment	74.4%	32	0.0%	0	50.0%	4	83.7%	113
		43		0		8		135
Employment Retention Rate	74.2%	23	100.0%	1	100.0%	9	85.8%	151
		31		1		9		176
Earnings Change in Six Months	\$2,880	\$74,881	\$5,058	\$5,058	\$3,793	\$15,173	\$3,871	\$576,817
		26		1		4		149
Credential Rate	51.0%	26	100.0%	1	45.5%	5	71.7%	137
		51		1		11		191

TABLE J - YOUNGER YOUTH PROGRAM RESULTS AT-A-GLANCE

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment	86.0%	84.8%	552
			651
Diploma or Equivalent Rate	74.0%	78.1%	164
			210
Retention Rate	80.0%	79.4%	220
			277

TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS

	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment	71.6%	63	91.9%	137	79.8%	202
		88		149		253
Diploma or Equivalent Rate	80.0%	28	96.6%	57	57.4%	39
		35		59		68
Retention Rate	68.2%	30	76.2%	32	77.3%	116
		44		42		150

TABLE L - OTHER REPORTED INFORMATION

	Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Who Entered Unsubsidized Employment		Entry Into Unsubsidized Emp. Related to Training of Those Who Completed Training Services	
Adults	3.0%	11	\$5,186	\$1,794,480	53.8%	142
		366		346		264
Dislocated Workers	1.9%	9	\$8,164	\$3,779,991	52.0%	173
		473		463		333
Older Youth	13.0%	15	\$3,329	\$339,595		
		115		102		

	12 Month Employment Retention		12 Month Earnings Change/Replacement	
Adults	83.9%	567	\$5,456	\$3,492,148
		676		640
Dislocated Workers	90.8%	604	96.3%	\$10,171,422
		665		\$10,564,588
Older Youth	77.0%	141	3,510	\$551,039
		183		157

TABLE M - PARTICIPATION LEVELS

	Total Participants Served	Total Exiters
Total Adult (Customers)	31,319	21,208
Total Adult (Self-Service only)	27,235	20,060
WIA Adults	29,418	20,727
WIA Dislocated Workers	1,917	482
Total Youth (14-21)	1,032	517
Younger Youth (14-18)	536	310
Older Youth (19-21)	496	207
Out of School Youth	711	322
In- School Youth	321	195

TABLE N - COST OF PROGRAM ACTIVITIES

Program Activity		Total Federal Spending
Local Adults		\$5,936,961
Local Dislocated Workers		\$5,760,302
Local Youth		\$6,845,206
Rapid Response (up to 25%)		\$2,245,429
Statewide Required Activities (up to 15%)		\$3,404,841
Statewide Allowable Activities	Program Activity Description	
	Incumbent Worker Training	\$261,093
Total of All Federal Spending Listed Above		\$24,453,832

TABLE O - LOCAL PERFORMANCE

Local Area Name East Region	Total Participants Served	Adults	5,376
		Dislocated Workers	138
		Older Youth	72
		Younger Youth	155
ETA Assigned # 09085	Total Exitters	Adults	4,212
		Dislocated Workers	37
		Older Youth	35
		Younger Youth	80

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	76.0%	79.7%	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	83.0%	95.1%	<i>Exceeded</i>
	Dislocated Workers	84.0%	84.4%	<i>Exceeded</i>
	Older Youth	73.0%	88.9%	<i>Exceeded</i>
Retention Rate	Adults	85.0%	96.0%	<i>Exceeded</i>
	Dislocated Workers	86.0%	96.2%	<i>Exceeded</i>
	Older Youth	85.0%	93.8%	<i>Exceeded</i>
	Younger Youth	82.0%	75.9%	Met
Average Earnings / Earnings Change	Adults	\$10,600	\$14,466	<i>Exceeded</i>
	Dislocated Workers	\$15,300	\$15,652	<i>Exceeded</i>
	Older Youth	\$3,550	\$5,254	<i>Exceeded</i>
Credential/Diploma Rate	Adults	75.0%	87.3%	<i>Exceeded</i>
	Dislocated Workers	74.0%	74.1%	<i>Exceeded</i>
	Older Youth	62.0%	80.6%	<i>Exceeded</i>
	Younger Youth	74.0%	90.3%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	84.0%	82.2%	Met
Employment/Education	Youth (14-21)		85.4%	
Degree or Certificate	Youth (14-21)		85.4%	
Literacy/Numeracy	Youth (14-21)		9.2%	

Overall Status of Local Performance	Not Met	Met	Exceeded
	(Below 80% of Target)	(80% to 100% of Target)	(Above 100% of Target)
	0	2	15

TABLE O - LOCAL PERFORMANCE

Local Area Name North Central	Total Participants Served	Adults	9,093
		Dislocated Workers	607
		Older Youth	177
		Younger Youth	88
ETA Assigned # 09075	Total Exiters	Adults	6,635
		Dislocated Workers	197
		Older Youth	79
		Younger Youth	45

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	76.0%	71.4%	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	82.0%	77.7%	Met
	Dislocated Workers	90.0%	89.6%	Met
	Older Youth	75.0%	76.3%	Exceeded
Retention Rate	Adults	86.0%	86.3%	Exceeded
	Dislocated Workers	91.0%	91.9%	Exceeded
	Older Youth	86.0%	72.5%	Met
	Younger Youth	79.0%	68.9%	Met
Average Earnings / Earnings Change	Adults	\$12,000	\$11,520	Met
	Dislocated Workers	\$17,600	\$16,073	Met
	Older Youth	\$4,100	\$3,546	Met
Credential/Diploma Rate	Adults	72.0%	73.5%	Exceeded
	Dislocated Workers	74.0%	79.4%	Exceeded
	Older Youth	58.0%	60.8%	Exceeded
	Younger Youth	65.0%	66.7%	Exceeded
Skill Attainment Rate	Younger Youth	81.0%	66.2%	Met
Employment/Education	Youth (14-21)		75.0%	
Degree or Certificate	Youth (14-21)		64.7%	
Literacy/Numeracy	Youth (14-21)		14.4%	

Overall Status of Local Performance	Not Met	Met	Exceeded
	(Below 80% of Target)	(80% to 100% of Target)	(Above 100% of Target)
	0	9	8

TABLE O - LOCAL PERFORMANCE

Local Area Name Northwest Region	Total Participants Served	Adults	3,901
		Dislocated Workers	472
		Older Youth	15
		Younger Youth	111
ETA Assigned # 09080	Total Exiters	Adults	2,276
		Dislocated Workers	145
		Older Youth	9
		Younger Youth	55

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	76.0%	79.9%	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	78.0%	73.9%	Met
	Dislocated Workers	85.0%	85.0%	Met
	Older Youth	75.0%	80.0%	<i>Exceeded</i>
Retention Rate	Adults	85.0%	85.3%	<i>Exceeded</i>
	Dislocated Workers	91.0%	89.1%	Met
	Older Youth	84.0%	85.7%	<i>Exceeded</i>
	Younger Youth	82.0%	91.3%	<i>Exceeded</i>
Average Earnings / Earnings Change	Adults	\$11,400	\$11,598	<i>Exceeded</i>
	Dislocated Workers	\$17,350	\$18,269	<i>Exceeded</i>
	Older Youth	\$3,450	\$2,883	Met
Credential/Diploma Rate	Adults	70.0%	61.8%	Met
	Dislocated Workers	74.0%	70.4%	Met
	Older Youth	56.0%	81.8%	<i>Exceeded</i>
	Younger Youth	80.0%	86.4%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	86.0%	84.5%	Met
Employment/Education	Youth (14-21)		71.9%	
Degree or Certificate	Youth (14-21)		55.6%	
Literacy/Numeracy	Youth (14-21)		24.1%	

Overall Status of Local Performance	Not Met	Met	Exceeded
	(Below 80% of Target)	(80% to 100% of Target)	(Above 100% of Target)
	0	7	10

TABLE O - LOCAL PERFORMANCE

Local Area Name South Central Region	Total Participants Served	Adults	5,787
		Dislocated Workers	216
		Older Youth	74
		Younger Youth	114
ETA Assigned # 09090	Total Exiters	Adults	3,895
		Dislocated Workers	71
		Older Youth	36
		Younger Youth	102

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	76.0%	80.1%	<i>Exceeded</i>
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	81.0%	91.1%	<i>Exceeded</i>
	Dislocated Workers	90.0%	92.0%	<i>Exceeded</i>
	Older Youth	71.0%	92.0%	<i>Exceeded</i>
Retention Rate	Adults	83.0%	94.5%	<i>Exceeded</i>
	Dislocated Workers	90.0%	98.0%	<i>Exceeded</i>
	Older Youth	83.0%	92.6%	<i>Exceeded</i>
	Younger Youth	78.0%	90.8%	<i>Exceeded</i>
Average Earnings / Earnings Change	Adults	\$12,500	\$12,237	Met
	Dislocated Workers	\$16,200	\$17,797	<i>Exceeded</i>
	Older Youth	\$3,700	\$3,716	<i>Exceeded</i>
Credential/Diploma Rate	Adults	70.0%	82.5%	<i>Exceeded</i>
	Dislocated Workers	74.0%	80.0%	<i>Exceeded</i>
	Older Youth	59.0%	84.1%	<i>Exceeded</i>
	Younger Youth	75.0%	84.8%	<i>Exceeded</i>
Skill Attainment Rate	Younger Youth	90.0%	92.9%	<i>Exceeded</i>
Employment/Education	Youth (14-21)		81.4%	
Degree or Certificate	Youth (14-21)		56.3%	
Literacy/Numeracy	Youth (14-21)		0.0%	

Overall Status of Local Performance	Not Met (Below 80% of Target)	Met (80% to 100% of Target)	Exceeded (Above 100% of Target)
	0	1	16

TABLE O - LOCAL PERFORMANCE

Local Area Name Southwest Region	Total Participants Served	Adults	5,261
		Dislocated Workers	482
		Older Youth	158
		Younger Youth	68
ETA Assigned # 09070	Total Exiters	Adults	3,709
		Dislocated Workers	32
		Older Youth	48
		Younger Youth	28

		Negotiated Performance Level	Actual Performance Level	Status
Customer Satisfaction	Program Participants	76.0%	72.6%	Met
	Employers	<i>Employer Survey Results Are Not Calculated on the Regional Level</i>		
Entered Employment Rate	Adults	78.0%	66.7%	Met
	Dislocated Workers	87.0%	81.5%	Met
	Older Youth	75.0%	76.8%	Exceeded
Retention Rate	Adults	85.0%	88.0%	Exceeded
	Dislocated Workers	91.0%	88.7%	Met
	Older Youth	84.0%	85.0%	Exceeded
	Younger Youth	80.0%	70.1%	Met
Average Earnings / Earnings Change	Adults	\$10,500	\$11,224	Exceeded
	Dislocated Workers	\$15,800	\$16,439	Exceeded
	Older Youth	\$3,850	\$3,815	Met
Credential/Diploma Rate	Adults	69.0%	35.6%	Not Met
	Dislocated Workers	72.0%	43.2%	Not Met
	Older Youth	64.0%	60.0%	Met
	Younger Youth	67.0%	5.3%	Not Met
Skill Attainment Rate	Younger Youth	85.0%	75.0%	Met
Employment/Education	Youth (14-21)		71.0%	
Degree or Certificate	Youth (14-21)		0.0%	
Literacy/Numeracy	Youth (14-21)		45.8%	

Overall Status of Local Performance	Not Met (Below 80% of Target)	Met (80% to 100% of Target)	Exceeded (Above 100% of Target)
	3	8	6

Map of Connecticut's Workforce Investment Board Areas

Capital Workforce Partners

Northwest
Regional
Workforce
Investment
Board

Eastern CT
Workforce
Investment
Board - EWIB

Workforce Alliance

The WorkPlace, Inc.

