State of Rhode Island

Rhode Island Department of Labor and Training

Adelita S. Orefice, Director
Donald L. Carcieri, Governor

Workforce Investment Act

Program Year 2005

Annual Report

Table of Contents

A Message from the Director 3

The Governor's Workforce Board RI 4

Strategic Investments 5

Adult Education and Youth Development Committees 7

Planning and Evaluation Committee 8

Board Governance Committee 9

The Workforce Investment Areas 11

The Local Workforce Investment Boards 12

The Workforce Partnership of Greater Rhode Island 12

Workforce Solutions of Providence/Cranston. 19

Rhode Island's One-Stop System Highlights 24

System Review and Evaluation 26

Cost Benefit Analysis 27

WIA Financial Statement for PY 2005 28

Performance Charts. 29

Message from the Director

Governor Donald Carcieri has made the creation of jobs and the growth of personal income one of the focal points of his administration. To achieve the desired results, all workforce investment resources must be strategically realigned to ensure that the upgrading of the skills of the existing and emerging workforce is guided by industry demand and the need to prepare all workers for competition in the new global economy.

This goal can only be achieved through collaboration with and among the business community, economic development agencies, educational institutions, community organizations, government agencies, and other workforce professionals. These partnerships will ensure that all of the available resources are invested well.

On behalf of the Governor, Donald Carcieri, the Governor's Workforce Board RI, the Rhode Island Department of Labor and Training, the Local Workforce Investment Boards and the dedicated professionals of many other agencies who work in partnership to deliver high quality services across the State of Rhode Island, I am pleased to present the Rhode Island Workforce Investment Act (WIA) Title I Annual Report for Program Year 2005.

Rhode Island has completed the sixth year of Workforce Investment Act (WIA) implementation. This past year our state has made investments in its human capital by providing services that upgrade the workplace skills of both the existing and emerging workforce. These programs helped Rhode Island to grow economically. They responded to the needs of both the state's workforce and businesses.

The WIA program's strict performance standards measure the effectiveness of our WIA workforce investments. Goals are set for skill attainment, placement of clients in employment, retention of clients in employment and the earnings change of clients subsequent to receiving WIA services and after being placed in employment. The actual outcomes are then compared to the goals that were negotiated with the federal government.

I am pleased to report that for this past year Rhode Island achieved or exceeded all seventeen (17) negotiated WIA performance standards.

The following pages detail some of the state's achievements of which we are most proud. I am pleased to present the Rhode Island Workforce Investment Act Annual Report for Program Year 2005.

Adelita S. Orefice
Director
Department of Labor and Training

Governor's Workforce Board RI

Governor Donald Carcieri established the Governor's Workforce Board RI (the Board) by Executive Order on September 22, 2005. The Board was charged with assessing the state's workforce, education, and economic development systems.

At its Board orientation on September 22, members and invited guests focused on presentations and discussions about labor market information and statistics, the objectives of the State Workforce Plan, and their role as Board members. Board Chairman, Joseph MarcAurele emphasized the Board's role-ensuring the alignment of all the state's workforce investment resources (federal, state and private sector) in strategic priorities critical to Rhode Island's economy while promoting business involvement and leadership in developing broad-based strategies and effective service delivery mechanisms.

The Board, governed by the federal Workforce Investment Act (WIA), Executive Order (05-18) and State Human Resource Investment Council (HRIC) legislation (RIGL 42-102), is comprised of 17 members led by a business majority that includes public agency directors and officials as well as labor and education representatives. The diversity of the membership requirements maintains the Board's focus on key business interests while ensuring systems are strategically aligned and "demand driven".

In its role as the State's Workforce Investment Board, federal WIA legislation provided the Board with oversight of WIA, the majority of which is administered by Rhode Island's two local Workforce Investment Boards. State HRIC legislation provided funding from the Job Development Fund (JDF) derived from a .21 percent assessment of the employer's payroll tax. Reducing the regular unemployment payroll tax liability by the same amount offsets the cost to the taxpayer. Consequently, the JDF is revenue neutral, providing over $10 million annually to finance and leverage an array of workforce-related initiatives to meet Rhode Island's business, education, and economic development needs.

The Board immediately set to work defining its short-term priorities and established six task teams to address these while laying the foundation for future committee structures to accomplish the mission. These included: Strategic Investments, Adult Education, Youth Strategies, One-Stop Career Center Restructuring, Local Workforce Board Consolidation, and Board Governance. Subsequently, the task teams evolved into standing committees, whose accomplishments are summarized in the following:

Strategic Investments

The Board recognized that among its many priorities was the need to invest its financial resources in initiatives that could begin to drive the process of effecting improvements in the current and future workforce. Utilizing current and projected data about the labor market, task team members reviewed and analyzed a host of budgetary information, including sources and amounts of both existing and new allocations. Members considered a number of options and chose to both recognize the successes of the past and yet begin to set new directions and priorities, particularly those associated with the work of the Board's other task teams. After considerable deliberation, the Board approved six categories of priority funding areas. They included:

1. Workforce Improvement

The competitive nature of operating in a global and regional economy requires that companies continually develop the skills and knowledge of their workforce. Improving systemic and operational capacities in addition to increasing employee productivity helps companies maintain the needed edge to grow and prosper. Funds in this category provide opportunities for companies to provide and co-fund training that addresses individualized needs to meet these demands. Two Request for Proposals (January and April 2006) were issued and as a result:

- $2 million was awarded to 102 organizations;
- 4,663 incumbent workers were trained;
- 80 awards were made to organizations representative of sectors identified by RI Labor Market Information as high wage industries;
- 65 awards were made to small employers (less than 100 employees); and
- A variety of training was represented, including: Lean Manufacturing; software skills; project management; and computer and supervisory skills training.

2. Workforce Expansion

Increasing existing jobs and opening new business opportunities is a key component in developing the workforce. Assisting in the state's economic development process enabled the Board to co-fund employee training for both new and existing businesses. To support this effort to grow employment and increase the number of high wage jobs in the state, the Board awarded funds from this category resulting in the following:

- Six companies were awarded grants totaling $900,000; and
- 275 Rhode Islanders were hired and trained for high-paying jobs in high-demand industries.

3. Partnership Building

Businesses need workers who are academically proficient in the skills needed to continually meet the demands of an increasingly technology-driven workforce. The Board partnered with education to support literacy initiatives and workplace-based education services to address this demand-investing a total of $1.8 million. (See details in Adult Education and Literacy Committee report below.)

Additionally, in concert with the priorities of the State Plan, the Board initiated the development of Industry Sector Partnerships. Board and State Workforce Investment Office staff collaborated and issued a Request For Proposals (RFP) for the development of Sector Partnerships. This strategy is designed to foster collaboration among representatives of companies within high-growth, high-demand industries. By conducting industry-specific skill gap analyses and other related activities, these partnerships will drive services that respond to industry needs and meet industry standards. The expectation is that this strategy will build a demand-driven workforce. In Program Year 2005, the Board allocated $850,000 to this initiative while augmenting an additional $150,000 in WIA funds. The RFP issued in January 2006 resulted in four innovative responses from the health care, manufacturing, and information technology sectors. A second RFP is planned for early PY 2006 to solicit proposals from the construction, biotech, hospitality & tourism, and financial services sectors.

4. Youth Strategies

Recognizing that Rhode Island's youth represent the future workforce, the Board allocated $650,000 to begin formulating plans that would establish a statewide, unified approach to include innovative approaches and opportunities for youth participation in the workforce development arena. Promoting and supporting activities that engage youth in workforce-related activities will ensure that business demands of the future are met. (See details in Youth Development Committee report below.)

5. Strategic Initiatives

New initiatives or strategic support functions may be required to address future contingencies and statewide priorities. A total of $150,000 was allocated for Strategic Initiatives.

6. Rhode Island Jobs Training Tax Credit

In concert with its mission to support Rhode Island businesses, the Board continued to support the tax incentives offered through the Rhode Island Jobs Training Tax Credit Act. Enacted by the General Assembly in August 1996, the Act provides for employer tax credits of 50% for qualified expenses, limited to a $5,000 credit per employee over a three-year period. Only $1,000 of qualified expenses may be wages earned in training. In 2005, over 70 companies invested in excess of $6 million to train approximately 6,000 employees, thus resulting in tax credits of over $3 million.

Adult Education Committee

The recommendations resulting from the work of the Governor's Adult Literacy Taskforce contained in the report "Building the Critical Links" released in 2004, formed the basis of the initial efforts of the Adult Education Committee.

Members began by crafting a problem statement that summarized the need for adult education, described the state's current capacity to serve adults, and specified the importance for our state to address the problem.

The second action taken by the members was to identify the necessary reforms that needed to be implemented to create a more effective system and a set of five-year goals that would drive the implementation. The Board strongly endorsed this sequence of necessary reforms and the five-year plan.

In addition, the development of content standards, exploratory discussions regarding work readiness credentialing, and desirable outcomes for a more effective adult education system were initiated.

Youth Development Committee

Two dynamic initiatives were spearheaded in PY 2005 to prepare youth for careers and employment. In March an RFP was issued for the "We-Can-2" Summer Youth Program requesting employment preparation, career awareness and job shadowing activities for younger youth (14 -15 years of age). Thirty-four (34) proposals were submitted and $570,608 was awarded to 11 organizations to provide opportunities to over 327 youth.

Further, the Committee, with personal support from Governor Carcieri, promoted the "Yes-2-Work" program for older youth (16 - 19 years of age). This summer jobs initiative involved recruiting private sector employers to hire youth for the summer and introduce them to careers within their industries. Youth were recruited through schools and served at the Providence netWORKri Youth Center where pre-employment preparation and resume development were provided followed by the scheduling of employer interviews. Although limited in size, this pilot project proved highly successful. In total, about a dozen companies hired 109 youth over the summer in a variety of companies within the health, marine trades, insurance and manufacturing sectors.

To ensure that all workforce investment resources are focused on the strategic priorities outlined in the State Plan, the Youth Development Committee coordinated with the RI Youth Forum by inviting the representatives to participate in committee meetings and supporting the design and development of the Shared Youth Vision Proposal to the US Department of Labor. As a result, this collaboration ensures that the focus of the committee spans all of the state's youth populations, including those served by the RI Department of Children, Youth and Families (DCYF), RI Department of Human Services (DHS) and the local Workforce Investment Boards' WIA programs. This strategy will allow the Committee and the Board to seek avenues to refine and leverage services and resources for youth statewide.

"We-Can-2" Summer Program Participants

Planning and Evaluation Committee

This committee evolved from two of the initial task teams established by the Board. The accomplishments of these two teams included the following:

♦ **One-Stop Career Centers Restructuring**

Faced with a new set of realities since its inception in 1998, the netWORKri Career Center system operated by the Department of Labor and Training, is challenged by changes in technology, infrastructure costs and reductions in financial and personnel resources. The task team undertook its charge by initially conducting a comprehensive review and analysis of demographic, financial and political considerations impacting the system. Throughout the process, the members considered various options for restructuring the system yet never lost sight of the need to maintain quality service to the centers' business and jobseeker customers. As a result of the analysis, members concluded and recommended that the Board support maintaining the Providence and Pawtucket centers as full service One-Stop Career Centers. Recognizing the geographic and demographic realities of RI, offices in Woonsocket, West Warwick and Newport would focus more on reemployment services as opposed to training. Finally, the Warren and Wakefield offices would be closed. In addition, the task team recommended that the agency directors comprising the Workforce Cabinet support the Governor's Executive Order designating the One-Stop system as the primary deliverer of all workforce development services.

♦ **Local Workforce Board Consolidation**

In response to the proposal contained in the Governor's Fiscal Fitness Report, a task team was formed to explore the possibility and options for consolidating Rhode Island's two local Workforce Investment Boards. The task team's objective was to determine whether consolidation would streamline administrative and service delivery mechanisms, thus resulting in financial efficiencies. While the research and data supported the objective, members concluded that consolidation was not feasible under current legislation. However, the discussion led to improvements within the current system such as the development of common forms, applications and folders as well the decision to collaborate on the issuance of a statewide Request for Proposals for Youth programs.

Chairman MarcAurele
addresses the members at the Annual Meeting

Board Governance Committee

Initially formed to address immediate governance and operational matters, members successfully drafted new Board by-laws, researched applicable federal and state legislation and codes of conduct. The Board affirmed the work of the task team and afforded committee status to the team to ensure that the membership remains active, committed and focused on current, important issues.

The year concluded with the Board's first Annual Meeting on June 22. Members, dignitaries, and invited guests celebrated the Board's many accomplishments realized in only nine short, but busy months. Governor Carcieri and Chairman Joe MarcAurele both acknowledged the work of the Board and thanked the members and staff for their efforts and dedication. Committee chairs reported on the work completed and outlined their plans for the upcoming year.

Grace Kilbane, Administrator
Region I, USDOL/ETA

Grace Kilbane, Administrator of US Dept of Labor's Employment and Training Administration for Region I, expressed her pleasure at the Board's many successes and pledged her continued support in their ongoing efforts.

The highlight of the Annual Meeting was the Board's presentation of its first annual "Workforce Innovation Award" to Moran Shipping Agencies. Based in Rhode Island, Moran Shipping is the largest independent shipping agent in the U.S., handling over 5,000 port calls per year. The Board's recognition was based on the company's innovative use of Board funding to implement new technologies and worker training programs, thus contributing to the company's growth and success.

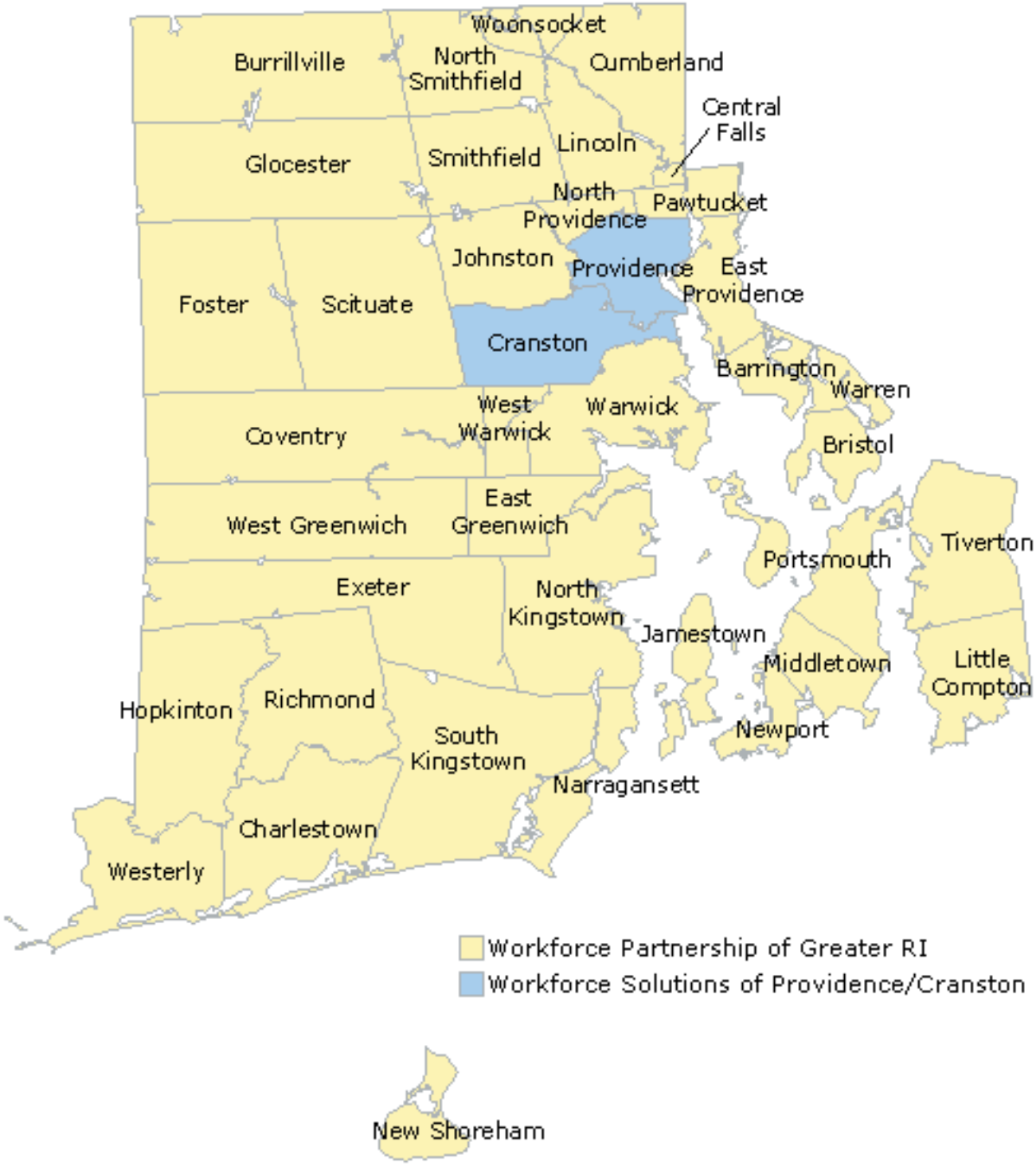
Michael Black, Chairman of Moran,
with Board Chairman Joe MarcAurele

The Board concluded its first year on a high note yet with the realization and reminders from both Governor Carcieri and Chairman MarcAurele that much work remains.
As the Board continues to define itself, opportunities for ongoing improvement, innovation and growth will become evident. Building on the strong foundation established this first year, the Board looks forward to continuing its mission.

Governor's Workforce Board Members
Program Year 2005

Joseph MarcAurele, Chairman	President and Chief Executive Officer	Citizens Bank of RI and CT
Mario Bueno	Adult Education Director	Progresso Latino
Mia Caetano, Esq.	Senior Counsel	Duffy, Sweeney & Scott, Ltd.
Armeather Gibbs	Chief Operations Officer	United Way of Rhode Island
Paul MacDonald	Director, Health Insurance Plan	Teamsters Local 251
William McGowan	Business Manager	International Brotherhood of Electrical Workers, Local 2323
Michael McMahon	Executive Director	Rhode Island Economic Development Corporation
Brandon Melton	Senior Vice President, Human Resources	Lifespan
Sharon Moylan	President	Emerge, Inc.
Robert Nangle	President	Meridian Printing, Inc.
George Nee	Secretary	Rhode Island AFL-CIO
Adelita Orefice	Director	Rhode Island Department of Labor and Training
Sgt. Robert Paniccia	President	Providence Fraternal Order of Police
Lorna Ricci	Director	Ocean State Center for Independent Living
Martin Trueb	Senior Vice President & Treasurer	Hasbro, Inc.
Dr. Jack Warner	Commissioner	Rhode Island Office of Higher Education
Deborah Wilson	Vice President, Human Resources	Cox Communications

The Workforce Investment Areas



The Workforce Partnership of Greater Rhode Island administers WIA services to 37 of the 39 cities and towns, with Workforce Solutions of Providence/Cranston responsible for the remaining two cities. Both workforce boards were led by the Governor's Workforce Board RI. Within each of these two primary service delivery areas, netWORKri was the One-Stop delivery system with six centers.

The Local Workforce Investment Boards

Rhode Island's two Workforce Investment Boards are comprised of locally appointed members of the community with a private sector business majority. These Boards have continued to evolve throughout PY 05 and strive to become dynamic organizations which guide the workforce development system in their workforce areas. The active participation of the members and the dedication of both private and public sector representatives demonstrate their commitment to establish a workforce development system that is responsive to the needs of the employer and the jobseeker.

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

Highlights of each Board's year-long accomplishments are outlined on the following pages.

The Workforce Partnership of Greater Rhode Island

The Mission…

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

The Vision…

"The Workforce Partnership of Greater Rhode Island will collaborate with business, labor, education leaders and community-based organizations to establish a dynamic, outcome driven, visible resource providing measurable and comprehensive market- based employment and training services.

These services will include the provision of information, technical assistance and life-long training opportunities to customers. Employers will have access to a well-trained, dependable workforce."

Chairman Steve Kitchin addresses WPGRI Board at the Annual Meeting

The Workforce Partnership of Greater Rhode Island (WPGRI) serves as the local Workforce Investment Board to the largest geographic area of Rhode Island that includes 37 of the state's 39 cities and towns. Its Program Year 2005 Workforce Investment Act allocation totaled $4,378,150, which provided the means to offer a variety of programs and services to 842 adults and 150 youth.

The WPGRI Board of Directors has consistently maintained a strong, business-led majority membership that has willingly committed both time and expertise to the mission and vision of the organization. Utilizing an active and focused committee structure, the Board has successfully directed its members' commitment and energy to ensuring the success of both its federal and state funded programs.

The Executive Committee remains the driving force of the WPGRI. Composed of elected officers and all committee chairs, this Committee ensures that the Board remains focused on the mission at hand, yet always anticipating the future. This proactive approach has ensured the organization's readiness and response to meet our state's diverse workforce needs.

The Board Development Committee oversees the retention and education of the membership and ensures that all new and long-term members contribute to the broad agenda that drives the work of the organization. Knowledge and awareness of the issues are critical to this process and the Committee provides members with current information related to issues and trends in workforce development. In January the Board Development Committee conducted a comprehensive orientation for ten new members appointed by the Governor. Members were presented a history of the organization as well as an overview of their roles and responsibilities as Board members, financial information and authorizing legislation.

Much of the public's awareness of the WPGRI is attributable to ongoing press releases and media coverage of project success stories and Board sponsored events. Further awareness is enhanced by the coverage of the WPGRI's Annual Board Meeting. Press releases included photos of Board members, and WPGRI staff recognitions as well as netWORKri career counselors and individual and business Annual Award Winners. These photos and stories exemplify the benefits of WPGRI WIA-funded workforce development resources that are available at the netWORKri One Stop Career Centers.

2005 Award Recipients Honored
at the Annual Meeting

The WPGRI website located at **www.griworkforce.com** continues to attract new and repeat visitors to access general and specific information about the organization, research funding opportunities, program information, staff contacts and other customer services and information, all presented in a clear, concise and user-friendly manner. One new feature added this year provides online access to youth service providers who are able to download copies of the various forms and reports. The WPGRI anticipates expanding this convenient feature to other program components.

The cornerstone of the WPGRI's federal WIA service delivery is netWORKri, Rhode Island's One-Stop Career Center System. During 2005, the One-Stop Quality Assurance Committee merged with the Performance Evaluation Committee to become the Program Performance and Quality Committee. The functions of both committees combined to focus on improving performance through continued support of the five netWORKri One Stop Career Centers in the WPGRI region. This Committee ensures that the system strives for and achieves excellence in both service delivery and overall customer satisfaction. The Committee collaborates closely with the management of netWORKri to monitor customer data and demographic information, assess the quality and effectiveness of the various services and recommends strategies to continually improve the system. In addition, the Committee manages the search for award nominations to publicly recognize the dedication and work of the frontline staff and managers of the centers at each Annual Meeting.

The Program Development & Evaluation Committee seeks opportunities for growth and monitors the performance of the numerous and various programs and initiatives provided by the WPGRI. In concert with the organization's proactive approach, the Committee researches and recommends new program strategies and partnerships that enhance and strengthen the mission and work of the organization. In 2005, the Committee requested approval by the USDOL to extend the existing H-1B Bio-manufacturing Grant. With the approval granted, the WPGRI's three million dollar H-1B RI Bio-manufacturing/Biotech Industry Training Initiative has an additional year to ensure the maximum utilization of available training funds.

The Biotech Training Initiative is designed to support the growth of RI's Biomanufacturing/ Biotech industry in two critical ways:

- by developing the skills of the current and future labor force;
- by encouraging the development of Biotech training and educational resources in the state.

The no cost, one-year extension of the grant period, along with program design adjustments, will ensure the successful attainment of the initiative's stated goals.

During 2005, the industry partnership grew to include 13 participating companies. Successful activities included over 45 transitioning workers completing the University of RI's Bio-manufacturing Certificate Program and over 300 incumbent workers completing a variety of training programs. In March, over 180 individuals were able to meet with representatives of three partner companies--Amgen, RenaMed and Cambrx--at a biotech job fair that also encouraged attendees to meet with two education partners--the University of RI and Community College of RI. Other initiatives included the development of the new Biotech Certificate Program at the Community College as well as an accelerated graduate program at Brown University.

To target the development of the future workforce, the WPGRI partnered with the RI Department of Education in a project resulting from a combination of H-1B grant funds and Perkins Education Funds. This collaboration resulted in 22 high school teachers enrolling in a University of RI master's level summer biotech training program and earning six credits all at no cost to the teachers. The enrollment process involved the commitment of local school superintendents to support laboratory and curriculum development in the coming year. As a result 10 high schools will receive Perkins Funds for biotech lab supplies and equipment to encourage and allow high school students to learn the basic concepts of biotechnology. This leveraged project is a significant step in the efforts to build RI's future biotech workforce.

The WPGRI Program Development Committee's, EIG Review Sub-Committee oversaw the final phase of the Employee Investment Grant program. This popular initiative, originally funded by the former RI Human Resource Investment Council, ended in June 2006. The grants provided up to $10,000 for employee training targeted primarily to small companies to assist in both operational and production oriented

growth. In 2005, this Sub-Committee accepted and reviewed funding applications and awarded $428,713 in matching grants to 81 companies that resulted in training for 847 incumbent employees.

Utilizing a core group of active members with varied expertise, the WPGRI's WIA-mandated Youth Council continued to invest significant effort in improving the quality of new and existing youth program providers. The Council also continued to seek and develop opportunities for new and improved strategies for engaging youth in relevant workforce and education activities. The technical assistance and capacity-building activities provided to service providers in the Board's youth service system has resulted in the attainment of goals set by the Council and achievement of the mandated WIA performance objectives. Continuous improvement of the system remains a key focus of the Council and Board. On-going review and evaluation of services at all levels will contribute to further successes and enhanced opportunities for collaboration and efficiencies.

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

WPGRI Board Members
Program Year 2005

Steven Kitchin, Chairman	Vice President, Corporate Education & Training	N.E. Institute of Technology
Paul Ouellette, Vice Chairman	Vice President, Community Development & Education	Northern RI Chamber of Commerce
Patricia Talin, Secretary	Senior Vice President, Human Resources	Amica Mutual Insurance
Ernani Vergano, Treasurer	Vice President of Operations	VR Industries, Inc.
Paula Santos	President	Training & Consulting Associates
Frank Sullivan	Vice President	Cameron Residential Mortgage Co.
Fred Ricci	Franchise Owner	Today's Staffing
Richard Westlake	Chief Executive Office	Independence, LLC
Diane Karcz	Asst. Vice President, Human Resources	Bank Newport
Scott Seaback	President	RI Temps, Inc.
Joan Lariviere	Human Resource Manager	United Parcel Service
John Iaderosa	Director of Organizational Development	CVS Corp.
Betty Pleacher	Executive Director	East Bay Chamber of Commerce
Etalvina Leite	Senior Manager, Human Resources	Unicom
Fred Pendlebury	Supervisor of Human Resources	General Dynamics/Electric Boat
Peter Koch	Chief Executive Officer	Koch Eye Associates
Dorothy Mattiello	Vice President of Human Resources	Hope Global
Steven Wilson	President	Polytop Corporation
Muriel Morrissette	Senior Human Resource Specialist	Amgen , Inc.
Joseph Cannon, Jr.	President	CAS America
Vincent Balasco	Director of Information Technology Career Center	Community College of Rhode Island

WPGRI Board Members
Program Year 2005

Joseph Crowley	Director	Warwick Career & Technical Center
Colleen Odell	Senior Job Developer	RI AFL-CIO
Jeanne Brockway, R.N., B.S.N.	President	Local 5022, Visiting Nurses
Jane Nugent	Senior Vice President, Community Services	United Way of Rhode Island
Paul Harden	Assistant Director for Business Services	Rhode Island Economic Development Corporation
Michael Cassidy	Director, Planning & Development	Pawtucket Planning & Development Office
Kimberly Weiss	Coordinator, Adult & Dislocated Worker Unit	Rhode Island Department of Labor & Training
Joseph DesRoches	Chief of Employment & Training Operations, Veteran Services	Rhode Island Department of Labor & Training
Raymond Filippone	Assistant Director Income Support	Rhode Island Department of Labor & Training
Johan Uvin	Director of Adult Education	Rhode Island Department of Education
Vanessa Cooley	Coordinator, Career and Technical Education	Rhode Island Department of Education
Diane Cook	Human Service Policy & Systems Analyst	Rhode Island Department of Human Services
Marie Strauss	Assistant Administrator	Rhode Island Department of Elderly Affairs
Joseph DeSantis	Executive Director	Tri-Town Community Action
Joseph DiPina	Executive Director	Exeter Job Corps Academy
Darrell Waldron	Executive Director	Rhode Island Indian Council
Edward Sneesby	Administrator	Rhode Island Department of Human Services
Dorothy Furlong	Resident Services Specialist	Rhode Island Housing & Mortgage Finance Corporation
Brian Wallin	Director, Marketing & Public Relations	Kent Hospital

Workforce Solutions of Providence/Cranston

Workforce Solutions of Providence/Cranston, working in close partnership with government, business, labor, education and community-based organizations, oversees workforce development services for incumbent workers, the unemployed jobseeker and the emerging workers of the cities of Providence and Cranston. From the Providence Office of the netWORKri One-Stop Career Center, Workforce Solutions of Providence/Cranston is the source for labor market information, hiring incentives and training resources designed to help employers address their workforce needs and to connect dislocated and unemployed individuals to the work force.

To accomplish these goals, Workforce Solutions of Providence/Cranston received more than $3.2 million of federal funds. Five hundred fifty six (556) adults and dislocated workers and 97 youth ages 14-21 received and continue to receive services with these funds.

Of those served, Workforce Solutions of Providence/Cranston trained 292 adults and dislocated workers for high-demand occupations.

Working with our business partners -- the Rhode Island Economic Development Corporation and the Community College of Rhode Island -- Workforce Solutions of Providence/Cranston developed training in steel fabrication for a local employer. Staff tested and assessed 96 individuals at our netWORKri center to standards set by the employer. Eighteen (18) adults, including some of the hardest to serve ex-felons, completed the training and all were offered jobs with the employer. This model proved so successful that another module is being planned for early fall 2006. This model can be replicated for other employers, thus creating a truly demand-driven workforce system.

Steel Fabrication - Capco Steel

In response to new certification guidelines mandated by No Child Left Behind legislation, Workforce Solutions of Providence/Cranston partnered with Laborers Local 1033 and the Providence School Department to assess 339 teacher aide candidates. One-hundred twelve (112) completed training developed by the Community College of Rhode Island for this demand. Workforce Solutions of Providence/Cranston leveraged funds from Local 1033 to fund the cost of the training. The Providence School Department has employed 51 graduates as teachers aides and another 19 as substitute teachers. Our Providence netWORKri staff is working with other cities and towns to place the remaining candidates.

Workforce Solutions of Providence/Cranston continues to address the skills shortage in the medical field with its partnership with Cranston Adult Education, our local education partner. Ongoing recruitment has resulted in 62 customers being trained in a high-demand area with a career ladder.

Medical Cluster Training
Providence netWORKri

For the third year, Workforce Solutions of Providence/Cranston partnered with the Greater Providence Chamber of Commerce, the Rhode Island Commodores, headed by Governor Carcieri, Junior Achievement of Rhode Island, and the Providence School Department to conduct a summer jobs program for students at Hope High School in Providence. One hundred seventy-six (176) Hope High students received "Success Skills" training at the high school. This curriculum focused on the skills needed to get and hold a job and was taught by Junior Achievement business volunteers. Forty-four (44) of these students were then placed into summer employment at businesses recruited by the Greater Providence Chamber of Commerce. The Providence School Department provided a School-based Coordinator funded with a Perkins grant to coordinate the activities.

This year Workforce Solutions of Providence/ Cranston replicated the successful program for Cranston students. The Cranston Chamber of Commerce and the New England Laborers' Cranston Public Schools Construction Career Academy solicited a donation from Wal-Mart to fund the effort. After receiving "World of Work" instruction at the Academy (also known as The Cranston Charter School), ten students were placed in summer employment. The partners hope to expand this pilot program in the summer of 2007.

Workforce Solutions of Providence/Cranston began operations at the Providence Skills Center in the Providence Place Mall in PY 05. Fifty (50) participants have received GED's, an additional 25 received Customer Service training, and seven achieved a national credential in Customer Service. Fourteen (14) more completed the Pharmacy Tech training and 12 have been employed by CVS Corporation, filling an immediate employer demand. The National Retail Federation has designated the Providence Skills Center as a regional Hub for customer service training. As a Hub, the Skills Center will offer a full range of services to employers, incumbent workers, and those interested in customer service and related careers.

CVS Training Room - Providence Skills Center

Resource Room – netWORKri

Workforce Solutions of Providence/ Cranston remains committed to developing a public/ private partnership that meets the demands of both the employers and residents in our workforce area.

Providence/Cranston Board Members
Program Year 2005

Larry Davidson, Chair	Principal	Kahn, Litwin, Renza & Co.
Janet Raymond, Vice Chairman	Senior Vice President	Greater Providence Chamber of Commerce
Kenneth Kirsch, Secretary	Vice President/General Manager	Emmeci USA, LLC
Victor Barros	Urban Development Manager	Rhode Island Economic Development Corporation
Lynn Bentley	Director, Human Resources	Thielsch Engineering
Wynn Blanton	President	Katharine Gibbs College
Cliff Boyle	Vice President, Academic Affairs	Johnson & Wales University
Wendy Caputo	Job Developer	RI AFL-CIO
Donalda Carlson	Administrator, Center for Children & Family Support	Rhode Island Department of Human Services
Lucille Cavan	Senior Vice President, Group Human Resource Director	Citizens Financial Group
John Charters	Senior Development Director	General Growth Properties
Vanessa Cooley	Coordinator, Career & Technical Education	Rhode Island Department of Education
Frank Corbishley	Executive Director	ProCAP, Inc.
Alec Dawson	President	Central Tools Inc.
Robert Delaney	Director, Project Development	Community College of Rhode Island
Joseph DesRoches	Chief of Employment & Training Operations, Veteran Services	Rhode Island Department of Labor & Training
Joseph DiPina	Executive Director	Exeter Job Corps Academy
Monica Dzialo	Workforce Development Supervisor	Office of Rehabilitation Services
Raymond Filippone	Assistant Director, Income Support	Rhode Island Department of Labor & Training
Paul Fioravanti	Vice President & Chief Operating Officer	The LJ Companies
Anthony Gemma	Executive Vice President	Gem Plumbing and Heating
Ann Gooding	Special Assistant for Press & Policy	City of Providence

Providence/Cranston Board Members
Program Year 2005

Brian Jordan	Assistant Vice President, Legislative Operations	Blue Cross & Blue Shield of Rhode Island
Michael Lee	Division Executive	Sovereign Bank
Chris Lombardi	Secretary-Treasurer	Laborers Local 226
David Maher	Director, Economic Development	City of Cranston
Jim McCarty	Chief Financial Officer	Manufacturing, Jewelers & Suppliers Association
Joanne McGunagle	Executive Director	Comprehensive Community Action
Geoffrey Millsom	Partner	Adler, Pollock & Sheehan
John Morgan	Human Resources Community Liaison	Lifespan
Lori Norris	Chief Executive Officer	Goodwill Industries of Rhode Island
Susan Pagnozzi	President	Greater Cranston Chamber of Commerce
Michael Paruta	Associate Vice President	Women & Infants Hospital
Elaine Piccirilli	President	Allied Court Reporters
Sandra Powell	Assistant Director, Workforce Development	Rhode Island Department of Labor & Training
Tomas Ramirez	Assistant Superintendent of Schools	Providence School Department
Leslie Reis	Manager, Government Hiring Program	CVS Corporation
Sherrie Ryan	Chief Operating Officer	AAA of Southern New England
Raymond Sepe	President	Electro Standards Laboratory, Inc.
Heather Singleton	Vice President of Operations	Rhode Island Hospitality & Tourism Association
Marie Strauss	Assistant Administrator	Rhode Island Department of Elderly Affairs
Marcia Sullivan	Director, Resident Services	Providence Housing Authority
Johan Uvin	Director of Adult Education	Rhode Island Department of Education
Darrell Waldron	Executive Director	Rhode Island Indian Council
Norris Waldron	Owner	Waldron Properties

Rhode Island's One-Stop System Highlights

netWORKri is at the center of Rhode Island's workforce development system.

netWORKri is Rhode Island's One-Stop Career Center System, a partnership of professional labor, training, and education organizations. There are six netWORKri Centers conveniently located throughout the state where jobseekers and employers are matched through quality employment programs and services. The Department of Labor and Training (DLT) is the Operator of the One-Stop System, and there are two comprehensive Centers, one in each workforce development area. Each Center provides access to state of the art technology, resources, programs and professional employment and training staff to help customers make the best possible employment and training choices. Customers with disabilities will find netWORKri welcoming and accessible. Each netWORKri Center has staff from DLT that specializes in employer services. They offer a rich array of services to meet the workforce development needs of Rhode Island employers. Both jobseekers and employers can access information and services through a toll-free line, 1-888-616-JOBS or through the netWORKri web site, www.networkri.org. Jobseekers and employers utilized netWORKri services and resources in record numbers in PY 2005. Over 28,000 jobseekers accessed workforce development programs and services, including: training, job fairs, resume assistance, a variety of job search workshops as well as the guidance and counsel of professional Employment and Training Interviewers. Repeat business during this same period of over 60,000 jobseekers, is evidence of the quality of services and resources received by netWORKri customers.

A couple of examples of satisfied customers' comments include: "If they can impress a person (like me) from a global staffing company with a decade of experience, then they are (in my book) 'world class' in their delivery of service to the clients and employers they serve. I have already called other professionals that I know to refer them to this team!"

Here are the words of another satisfied customer who connected to a great training program at Bryant College through netWORKri. "I wanted to let you know how valuable the Project Management Professional Certification has already been. The day I passed the exam I modified my resume to reflect my certification and reposted it on Monster and a few other job boards. Within less than a day, I had several inquiries and set up interviews. I'm pleased to say that as of this afternoon, I've accepted a very lucrative offer. My PMP Certification was at the center of all the interviews for the job and I'm positive that it opened the door for this opportunity."

In 2006 The Providence Journal, Rhode Island's largest statewide newspaper, introduced "ProJobs". This new section in the Sunday edition highlights news, events, and feature articles related to employment. Listed weekly are netWORKri Center activities, job fairs and recruitments. On June 11, 2006 an article entitled, "Looking

for Work Now a Full-Time Occupation," featured an Employment Counselor from the Providence netWORKri Center giving the following advice: "Jobseekers should use every resource available. You need to get to work immediately finding new employment prospects. Taking time off to come to terms with the loss is not productive. If you are looking for a job come to netWORKri."

The Youth Center in the Providence netWORKri Center continues to flourish as hundreds of youth have been served with the goal of connecting them to educational institutions and/or employment. Because of the success of the Providence Youth Center, an interagency team has been working strategically during PY 2005 to expand youth services in both of the state's Comprehensive netWORKri Career Centers (Providence and Pawtucket).

Employer Service Representatives (ESR's) from the Department of Labor and Training coordinated or assisted in 775 major statewide job fairs and orientations within our Centers. Over 13,000 job openings were posted through the Jobs Network, netWORKri's toll free line for jobseekers and employers. The ESR's are netWORKri's link to Rhode Island's employer community. Their outreach efforts connect the resources and services of netWORKri to new employers while continuing to provide expertise to employers with whom they have established relationships.

The Employer Service Unit also played an integral role in an initiative by the Rhode Island State Police (RISP) to enhance diversity within its ranks. The RISP operated a two-week training camp to attract and expose potential applicants to a career in law enforcement and particularly to life as a Rhode Island State Trooper. netWORKri was chosen as the site for the press conference to launch this effort and to attract jobseekers to a career as a Rhode Island State Trooper.

Colonel Steven Pare at the press conference held at the Providence netWORKri Career Center

During Program Year 2005, management staff in the Administrative Workforce Development Services Division has worked strategically to outline a vision to guide the efforts, resources and services delivered over the next several years. To this end, the work of the Employer Service Unit is currently being realigned and coordinated with the newly formed Industry Partnerships to ensure our approach to employer services is demand driven in creating a highly-skilled Rhode Island workforce.

System Review and Evaluation

One of the primary responsibilities of the State Workforce Investment Office (SWIO) is the evaluation of Workforce Investment Act activities in Rhode Island to ensure that WIA program compliance and the fundamental principles and goals of the Act are followed and achieved.

This program year, data element validation monitoring reports were issued to the local Workforce Investment Areas based on the performance data submitted on our PY 2004 federal reports and interim policy was issued by SWIO. The evaluation process consisted of state staff checking the accuracy of data entered into a computerized data base with source documentation. Rhode Island is committed to meeting or exceeding performance standards as part of its continuous improvement.

During PY 2005, considerable energy was directed toward the requirements of USDOL's Common Measures policy. A Common Measures System Integration Workgroup has been formed to review the policy and facilitate its comprehensive integration via affected programs within the netWORKri one-stop career center system—Wagner Peyser, WIA, Trade Act and Veterans services.

In preparation for Common Measures, the SWIO conducted an overview session for the two local Workforce Investment Areas on the changes being made and their implications. Also hosted by SWIO were joint meetings which targeted pertinent issues and concerns for both areas.

Since a significant portion of evaluation focuses on achievement of performance goals, quarterly monitoring reports were issued or discussed with the local Workforce Investment Areas to provide analysis of reported performance data. Written responses were required along with documentation to support projections for subsequent quarters. This allowed state and local staff to assess progress toward meeting negotiated performance goals.

State staff conduct administrative, procedural, programmatic and financial on-site reviews of the local Workforce Investment Boards and their service providers to assess compliance with Federal regulations and guidelines. Findings and recommendations are provided to the local workforce investment areas and written responses with corrective action must be submitted within 30 days.

Also, local Workforce Investment Boards conduct on-site evaluations of the netWORKri One-Stop Centers. Periodic meetings with One-Stop administrative staff are held for the purpose of sharing findings and to discuss "best practices" for meeting performance. Evaluations continue to result in the establishment and implementation of methods for continuous improvement within Rhode Island's One-Stop system to improve employability for jobseekers and competitiveness for employers.

Cost Benefit Analysis

Analyzing customer service feedback is the key component of Rhode Island's contract with RKM Research and Communications, Inc. The New Hampshire firm conducts customer satisfaction follow-up for employers and participants utilizing the services of netWORKri. This information is shared with the workforce investment system to improve WIA service delivery within the netWORKri system. The RKM evaluation continues to be an important tool in insuring that the needs of our customers are met.

Finally, in the furtherance of the Governor's Math and Science Initiative, Central Falls High School was selected to pilot a demonstration project that will compare the use of technology as a tool to teach the local algebra curriculum to a select group of students, as opposed to a group of students taught in the traditional manner. The program will be conducted over a three-year period to allow adequate time for evaluation. A report detailing the results will be submitted to the Governor at the end of each school year.

As Rhode Island completes its sixth year of WIA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems.

Rhode Island served 1,669 participants under the WIA Program of which 720 were adults, 696 were dislocated workers and 253 were considered youth.

In PY 2005, the two Local Workforce Investment Boards increased the number of adults served by 45%. In reviewing wage gain data, adults receiving training services realized a wage 20% higher than those who only received core and/or intensive services. As previously mentioned, both adult and dislocated worker performance standards were achieved by the state.

Youth participation levels for this same time period were 84 older youth and 169 younger youth. Through improved management practices, strong partnerships with community organizations and redesigned older youth programs, the state achieved or surpassed the negotiated youth performance standards for PY 2005.

For PY 05 the average cost per participant by funding stream is as follows:

Adults:	$2,799
Dislocated Workers	$2,566
Youth	$10,165

WIA Financial Statement for PY 2005

Total Funds All Sources	Available	Expended	%Expended	Balance Remaining
Total Funds All Sources	$11,104,697	$8,941,193	81%	$2,163,504
Adult Program Funds PY04/FY05	$2,224,375	$1,619,390	73%	$604,985
Carry-in Monies	$395,855	$395,855	100%	- 0 -
Dislocated Worker Program Funds PY04/FY05	$1,849,376	$1,390,472	75%	$458,904
Carry-in Monies	$395,555	$395,555	100%	- 0 -
Youth Program Funds PY04	$2,442,468	$2,374,644	97%	$67,824
Carry-in Monies	$197,147	$197,147	100%	- 0 -
Local Administration Funds PY04/FY05	$724,024	$688,430	95%	$35,594
Carry-in Monies	$45,838	$45,838	100%	- 0 -
Rapid Response Funds PY04/FY05	$981,810	$395,578	40%	$586,232
Carry-in Monies	$153,080	$153,080	100%	- 0 -
Statewide Activity Funds PY04/FY05	$1,450,950	$1,040,985	72%	$409,965
Carry-in Monies	$244,219	$244,219	100%	- 0 -

Cost-Effectiveness	
Total	$3,818
Adult Programs	$2,799
Dislocated Worker Programs	$2,566
Youth Programs	$10,165

Performance Charts

Table A – Workforce Investment Act Customer Satisfaction Results						
Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level - ACSI	Number of Surveys Completed	Number of Customers Eligible for Survey	Number of Customers included in Sampling	Response Rate
Participants	78%	75%	555	811	788	70.4%
Employers	72%	66%	606	1,111	794	76.3%

Table B – Adult Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80%	83.8%	254
			303
Employment Retention Rate	83%	77%	248
			322
Average Earnings	$4,500	$4,499	$1,417,184
			315
Employment & Credential Rate	64%	75.8%	163
			215

Table C – Outcomes for Adult Special Populations								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	85.1%	57	86.7%	13	91.7%	11	73.3%	11
		67		15		12		15
Employment Retention Rate	72.7%	40	50%	7	72.7%	8	78.6%	11
		55		14		11		14
Average Earnings	$4,918	$270,464	$2,810	$39,334	$5,472	$60,195	$577	$8,081
		55		14		11		14
Employment & Credential Rate	75%	33	90%	9	80%	8	77.8%	7
		44		10		10		9

Table D – Other Outcome Information for the Adult Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	85.2%	161	81.6%	93
		189		114
Employment Retention Rate	78.2%	172	74.5%	76
		220		102
Average Earnings	$4,760	$1,042,514	$3,903	$374,670
		219		96

Table E – Dislocated Worker Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	87.5%	88%	324
			368
Employment Retention Rate	90%	88.5%	239
			270
Average Earnings	($1,050)	$3,458	$919,735
			266
Employment & Credential Rate	77.5%	79.2%	160
			202

Table F– Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	100%	19	90.9%	10	91.3%	21	100%	2
		19		11		23		2
Employment Retention Rate	85.7%	12	72.7%	8	95%	19	100%	1
		14		11		20		1
Average Earnings	$5,311	$69,049	$4,462	$44,624	$2,960	$56,243	$3,998	$3,998
		13		10		19		1
Employment & Credential Rate	83.3%	10	50%	3	78.6%	11	100%	2
		12		6		14		2

Table G – Other Outcome Information for the Dislocated Worker Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	91.8%	179	83.8%	145
		195		173
Employment Retention Rate	86.4%	146	92.1%	93
		169		101
Average Earnings	$2,540	$421,627	$4,981	$498,108
		166		100

Table H.1 – Youth (14-21) Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0%	36%	67
			186
Attainment of Degree or Certificate	0%	28.7%	35
			122
Literacy and Numeracy Gains	0%	0%	0
			28

Table H.2 – Older Youth (19-21) Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	64.7%	11
			17
Employment Retention Rate	79%	74.3%	26
			35
Six Months Earnings Increase	$2,750	$4,087	$143,030
			35
Credential Rate	56%	50%	9
			18

Table I – Outcomes for Older Youth Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	57.1%	4	100%	1	100%	1	62.5%	10
		7		1		1		16
Employment Retention Rate	76.9%	10	100%	1	100%	1	73.5%	25
		13		1		1		34
Six Months Earnings Change	$6,005	$78,061	$8,281	$8,281	$14,173	$14,173	$3,963	$134,749
		13		1		1		34
Credential Rate	57.1%	4	0%	0	100%	1	52.9%	9
		7		1		1		17

Table J – Younger Youth (14-18) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	90%	91.9%	226
			246
Youth Diploma or Equivalent Rate	62%	93.1%	54
			58
Retention Rate	60%	70%	105
			150

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	92.9%	78	93.8%	15	90.4%	47
		84		16		52
Youth Diploma or Equivalent Rate	100%	22	75%	6	87%	20
		22		8		23
Retention Rate	67.6%	46	58.3%	7	60.2%	62
		68		12		103

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults/Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placement in Non-Traditional Employment		Wages at Entry Into Employment for those Individuals who entered Unsubsidized Employment		Entry into Unsubsidized Employment related to Training Received of those who Completed Training Services	
Adults	77.7%	268	$4,509	$1,519,700	0.8%	2	$4,487	$1,126,244	35.6%	57
		345		337		254		251		160
Dislocated Workers	90.1%	264	126.3%	$3,858,845	0.3%	1	$6,301	$2,022,609	54%	95
		293		$3,056,328		324		321		176
Older Youth	48.5%	16	$2,769	$91,368	0%	0	$2,564	$23,078		
		33		33		11		9		

Table M – Participation Levels

Reported Information		Total Participants Served	Total Exiters
Total Adult Customers		**1,416**	**885**
	Total Adults (self-service only)	0	0
	WIA Adults	720	402
	WIA Dislocated Workers	696	483
Total Youth (14-21)		**253**	**186**
	Younger Youth (14-18)	169	158
	Older Youth (19-21)	84	28
	Out-of-School Youth	130	53
	In-School Youth	123	133

Table N – Cost of Program Activities

Program Activities		**Total Federal Spending**
Local Adults		$2,015,245
Local Dislocated Workers		$1,786,027
Local Youth		$2,571,791
Rapid Response		$548,658
Statewide Required Activities		$1,285,204
Statewide Allowable Activities	**Program Activity Description**	
	AFL-CIO	$33,240 (non-add)
	Math Initiative	$200,000 (non-add)
	Miscellaneous	$793,599 (non-add)
	Total Statewide	$1,026,839 (non-add)
Total of All Federal Spending Listed Above		**$8,206,925**

PY 2005 Time Periods Reported

Reporting Item	Dates
Total Participants	Jul 05 Jun 06
Total Exiters	Apr 05 Mar 06
Customer Satisfaction	Jan 05 Dec 05
Entered Employment Rate	Oct 04 Sep 05
Retention Rate/Average Earnings	Apr 04 Mar 05
Credential Rate	Oct 04 Sep 05
Diploma or Equivalent/Skill Attainment Rates	Apr 05 Mar 06

Table O – Local Performance

Local Area Name: GREATER RHODE ISLAND	Total Participants Served	Adults	345
		Dislocated Workers	497
		Older Youth (19-21)	72
		Younger Youth (14-18)	84
ETA Assigned #: 44015	Total Exiters	Adults	235
		Dislocated Workers	373
		Older Youth (19-21)	26
		Younger Youth (14-18)	90
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78%	74.6%
	Employers	72%	64.8%
Entered Employment Rates	Adults	80%	77.5%
	Dislocated Workers	87.5%	85.5%
	Older Youth	68%	61.5%
Retention Rates	Adults	83%	79.8%
	Dislocated Workers	90%	89.6%
	Older Youth	79%	83.3%
	Younger Youth	60%	65.3%
Average Earnings (Adults/DWs) Six Months Earning Increase (Older Youth)	Adults	$4,500%	$4,380
	Dislocated Workers	($1,050)	($226)
	Older Youth	$2,750	$4,194
Credential/Diploma Rates	Adults	64%	72.8%
	Dislocated Workers	77.5%	77.9%
	Older Youth	56%	50%
	Younger Youth	62%	90%
Skill Attainment Rate	Younger Youth	90%	95.8%
Placement in Employment or Education	Younger Youth (14-21)	0%	55.7%
Attainment of Degree or Certificate	Younger Youth (14-21)	0%	19.7%
Literacy or Numeracy Gains	Younger Youth (14-21)	0%	0%
Description of Other State Indicators of Performance WIA Sec. 136 (d) (1) - Insert additional rows if there are more than two other state indicators or performance			
Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	9	8

Table O – Local Performance

Local Area Name: **PROVIDENCE/ CRANSTON**	Total Participants Served	Adults	375
		Dislocated Workers	199
		Older Youth (19-21)	12
		Younger Youth (14-18)	85
ETA Assigned #: 44005	Total Exiters	Adults	167
		Dislocated Workers	110
		Older Youth (19-21)	2
		Younger Youth (14-18)	68
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78%	77.2%
	Employers	72%	69.1%
Entered Employment Rates	Adults	80%	91.8%
	Dislocated Workers	87.5%	95.7%
	Older Youth	68%	75%
Retention Rates	Adults	83%	76.7%
	Dislocated Workers	90%	85.9%
	Older Youth	79%	69.6%
	Younger Youth	60%	74.7%
Average Earnings (Adults/DWs) Six Months Earning Increase (Older Youth)	Adults	$4,500	$5,246
	Dislocated Workers	($1,050)	$11,597
	Older Youth	$2,750	$4,030
Credential/Diploma Rates	Adults	64%	80%
	Dislocated Workers	77.5%	83%
	Older Youth	56%	50%
	Younger Youth	62%	94.7%
Skill Attainment Rate	Younger Youth	90%	86.3%
Placement in Employment or Education	Younger Youth (14-21)	0%	14.6%
Attainment of Degree or Certificate	Younger Youth (14-21)	0%	41.2%
Literacy or Numeracy Gains	Younger Youth (14-21)	0%	0%
Description of Other State Indicators of Performance WIA Sec. 136 (d) (1) - Insert additional rows if there are more than two other state indicators or performance			
Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
	0	7	10