

RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING WORKFORCE INVESTMENT ACT

Annual Report Program Year 2008



Sandra M. Powell, Director of the RI Department of Labor and Training
Donald L. Carcieri, Governor of the State of Rhode Island



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MESSAGE FROM THE DIRECTOR

In Program Year 2008, Rhode Island entered a workforce crisis, with its unemployment rate reaching double digits—its highest in more than 30 years. The need for proactive workforce development efforts that met industry demand and addressed existing skill gaps was critical.



Luckily for Rhode Island, workforce development entities statewide had already come together to align their resources and policies in a singular, forward-looking action plan.

I cannot stress enough the important role the *Strategic Workforce Plan for Rhode Island, 2009-2014* will play in the state's economic re-

covery. Broad-based input from key community and government leaders has made this document meaningful and relevant to both the public and the private sector; as designed, this unified vision will serve as a common foundation for all workforce development policies and programs to come, to the benefit of Rhode Island job seekers, career changers, incumbent workers and future workers.

During this workforce crisis, Rhode Islanders have also benefited from the expertise and dedication of our frontline staff members in workforce development, who have handled an unprecedented customer load with innovation, commitment and compassion.

On behalf of Governor Donald L. Carcieri, the Governor's Workforce Board Rhode Island, the Rhode Island

Department of Labor and Training, Workforce Solutions of Providence/Cranston, the Workforce Partnership of Greater Rhode Island and the dedicated professionals of our other partner agencies, I am pleased to present the Rhode Island Workforce Investment Act (WIA) Title I Annual Report for Program Year 2008.

A handwritten signature in black ink, appearing to read 'Sandra M. Powell'.

Sandra M. Powell
State WIA Liaison
Department of Labor and Training Director

EXECUTIVE SUMMARY

In Program Year 2008, the State Workforce Investment Board received a total of \$26,441,437 in funding to develop and improve Rhode Island's workforce development system: \$10,777,889 in Workforce Investment Act Formula funding and \$15,663,548 in American Recovery and Reinvestment Act funding. While the Governor's Workforce Board Rhode Island crafts statewide workforce policy, the local workforce investment boards—the Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston—connect directly with their communities to offer relevant training to Rhode Island

workers on all levels. As the first stop for many job seekers and job changers, the local netWORKri one-stop centers in both workforce investment areas offer WIA recipients comprehensive and compassionate service delivery. This is particularly laudable at a year when WIA services doubled over the previous program year, and when the state's unemployment rate reached a 30-year high.

Rhode Island met or exceeded all federal performance measures. In this report, all required elements are reported uniformly to allow for a state-by-state comparison.

Accomplishments

- **Strategic Plan**

More than 100 stakeholders from the public and private sector collaborated over 18 months to produce the *Strategic Workforce Plan for Rhode Island, 2009-2014*, a blueprint for statewide workforce development policy in Rhode Island. The four main goals are:

- **Goal 1:** The Public System Grows, Retains and Attracts Talent.
- **Goal 2:** Employers Attract and Retain a Highly Skilled Workforce.
- **Goal 3:** The Adult Workforce is Skilled and Agile.
- **Goal 4:** Youth Are Ready for Work and Lifelong Learning.

The plan includes 26 specific objectives and nearly 100 actionable strategies to improve Rhode

Island's existing workforce and cultivate its future workforce.

- **Industry Skills Development Initiative**

Administered through the local workforce investment boards, the Industry Skills Development Initiative expanded on four existing industry partnerships: the Rhode Island Hospitality Education Foundation, the Rhode Island Marine Trades Association, Building Futures/Providence Plan and Tech Collective (Information Technology). In Program Year 2008, the Governor's Workforce Board Rhode Island awarded \$2,270,100 to these partnerships to develop and deliver training for incumbent workers in their industries; to establish "Industry Greenhouses" for youth; and to implement career

EXECUTIVE SUMMARY CONT.

awareness strategies. In Program Year 2008, 815 Rhode Islanders benefited from ISDI-related training

- ***World of Work***

This pilot program, funded in part by \$500,000 from the Governor's Workforce Board, integrated work readiness and work experience into the school day framework in the Cranston Public Schools. With 243 students gaining paid, unsubsidized work experience and classroom credit, the World of Work program was so successful that it is being replicated in three other public school systems in Rhode Island in Program Year 2009.

- ***Comprehensive Workforce Training***

In Program Year 2008 the Governor's Workforce Board awarded \$2,704,881 in matching grants to 106 companies to train 5,407 in-

cumbent workers. Participating companies provided a match of at least 50 percent, bringing the total investment to more than \$5.4 million.

- ***Youth Strategies***

In keeping with the state's Shared Youth Vision and All-Youth Agenda, the Governor's Workforce Board allocated an additional \$3 million of state dollars to augment the federal WIA youth funding in Program Year 2008. This combined investment allowed the state to serve approximately 7,500 youth (not including stimulus-funded programs) with an age range from 14 to 24.

- ***Adult Education***

The Governor's Workforce Board continued its funding in Program Year 2008 with \$4.5 million, which helped serve 2,174 adult students.

Discretionary Funds

In Program Year 2008, Rhode Island utilized its 15 percent statewide funds to fund the staff and activities of the State Workforce Investment Office and to provide support of the netWORKri one-stop system. Some of the required and allowable statewide activities conducted are summarized below.

- ***Eligible Training Provider List***

The State Workforce Investment Office web site hosts the Eligible Training Provider List, and the list is widely disseminated throughout the workforce development system. The list includes cost information. In addition, whenever changes are

made to the list, staff issues an updated spreadsheet to the WIA and one-stop system outlining the changes/updates. Non-traditional training services are available through several programs offered as distance or online learning, allowing participants the option of attending classes or learning remotely. Mentored learning is also available. Eligible providers of youth services are posted on the state web site, the statewide youth web portal and the Rhode Island Department of Labor and Training's home page.

- **Technical Assistance - Oversight and Monitoring**

During Program Year 2008, technical assistance was provided to

one local area that failed to meet a performance measure in Program Year 2007. A corrective action plan was developed to provide insight

for changing delivery of youth services and gives vendors a better understanding of issues that could impact performance.

Performance Improving Activities

In an effort to improve vendor performance, outcome-specific youth vendor training was implemented in Program Year 2008. Real-time data reports were developed and vendors were shown the value in follow-up processes and implementation of best practices. Additionally, training was provided by the Management Information Systems administrator. These initiatives are anticipated to provide vendors with a better understanding of the WIA system, and consequently, to foster better performance.

In an effort to deliver flexible services to more job seekers, Rhode Island chose to invest in several training enhancements in Program Year 2008. These investments rely on computer and internet technology, thereby expanding the reach of services beyond bricks-and-mortar one-stops and after traditional work hours.

- **EmployRI** is a new “virtual one-stop” accessible from any computer with an internet connection, and replaces the previous jobs research database, RI Red. Through job spidering, EmployRI can help job seekers search a single employer database or multiple job banks at once to identify current job openings by occupation, industry and geography. Its free programs can also help customers analyze their

current skills and match those skills to occupations and job listings. Included in these programs are easy-to-use résumé and cover letter builder applications. Once a customer becomes a registered user, he or she can use EmployRI to apply directly for online job postings. The registration function allows the netWORKri staff to monitor both the usage and successes of WIA users who interface with the workforce development system outside of the traditional one-stop setting.

- **Prove It!** is an online skills assessment tool available to job seekers wishing to verify their credentials to employers. Prove It! can also help employers match job candidates with job openings and tailor training to the particular needs of a new hire. Assessments are tailored to occupational groups, and include testing in math, computer literacy and customer service.
- **Skills Tutor** online training provides job seekers with remedial help in mathematics, reading and language arts, and is available to netWORKri customers who are interested in pursuing a GED or who test below an eighth-grade level of proficiency. Participating netWORKri one-stop centers have trained staff to assist Skills Tutor

customers on-site. Staff members are also available to offsite users through e-mail and telephone assistance. Modules include auditory as well as visual cues to assist those with limited language skills.

- **SkillSoft** online learning offers eligible adults up to 90 days of 24/7 unlimited access to a catalogue of more than 5,000 non-credit classes. These courses are self-directed, and are most appropriate for disciplined students who can work independently and already possess basic computer skills. Examples of SkillSoft desktop computing offerings include QuickBooks, Microsoft Excel and Microsoft Access programs. IT course examples include Java 2, C++, Microsoft Sharepoint and Microsoft SQL server training. Business courses cover such topics as Finance & Accounting, Leadership Skills and Project Management.
- **Medcom/Trainex** courses also offer those seeking employment in the health care industry—Rhode Island’s top industry sector—up to 90 days of 24/7 unlimited access to online training. The 400 available Medcom/Trainex course offerings include but are not limited to Medical Billing and Coding, Patient Safety and Healthcare Management.

GOVERNOR'S WORKFORCE BOARD

Governor's Workforce Board

Rhode Island



Today's Vision... Tomorrow's Opportunity.

Established in 2005 by an Executive Order of Governor Donald L. Carcieri, the Governor's Workforce Board Rhode Island is charged with assessing and addressing the state's workforce, education and economic development systems.

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

In its role as the State Workforce Investment Board, the Governor's Workforce Board Rhode Island oversees WIA programming, the majority of which is administered by Rhode Island's two local workforce investment boards, Workforce Solutions of

Providence/Cranston and the Workforce Partnership of Greater Rhode Island. Additionally, state HRIC legislation provides funding from the Job Development Fund (JDF), derived from a 0.21 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 more than \$10 million annually to finance and leverage an array of workforce-related initiatives to meet RI's business, education and economic development needs.

In Program Year 2008 the Governor's Workforce Board Rhode Island adopted a *Strategic Workforce Plan for Rhode Island, 2009-2014*. This plan is a result of meetings convened with many partners and stakeholders to review data, collaborate on potential strategies and develop overarching goals and objectives. The work of the board's standing committees, which continues to support and expand upon these goals, is summarized on the following pages.

Strategic Investments Committee

The Strategic Investments Committee implements the board's annual demand-driven agenda and focuses on addressing the board's priorities regarding budgets, grants and investments in key initiatives and growth sectors that impact the state's economy. Priority areas include Comprehensive Workforce

Training, Workforce Expansion, Industry Partnerships, the Industry Skills Development Initiative, Youth Strategies, Adult Education/Literacy and Job Training Tax Credits.

- ***Comprehensive Workforce Training***

Incumbent worker training allows companies to increase employee

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productivity, build capacity and stay competitive in a changing marketplace. In Program Year 2008 the Governor's Workforce Board Rhode Island awarded \$2,704,881 in matching grants to 106 companies to train 5,407 incumbent workers. Of the 106 businesses funded, 54 are considered high-wage industries, such as information technology; finance & insurance; wholesale trade; professional scientific and business services; construction; and manufacturing. Participating companies provided a match of at least 50 percent, bringing the total investment to more than \$5.4 million.

- **Workforce Expansion**

Job growth in new and established businesses is not only an economic boon, but it also helps the state grow the capacity and knowledge base of its workforce. In Program Year 2008, the Governor's Workforce Board Rhode Island awarded 13 matching grants totaling \$972,562 to hire and train 323 Rhode Islanders in both new and existing businesses. Assisting in the state's economic development process enabled the board to co-fund employee training for both new and existing businesses. Participating companies provided a match of at least 50 percent, bringing the total investment to more than \$1.43 million.

- **Industry Partnerships**

Industry Partnership grants allow the board to collaborate with private sector stakeholders on strategic initiatives that support Rhode Island's workforce system. In Program Year 2008, the Governor's Workforce Board Rhode Island continued its support of the industry partnerships by awarding \$1,200,000 in second- and third-year funding to the following: The Hospital Association of Rhode Island, Quality Partners of Rhode Island, Building Futures/Providence Plan, The Rhode Island Marine Trades Association, Rhode Island Manufacturing Extension Service, Tech Collective (Bio-Tech partnership), the Tech Collective (Information Technology partnership) and the Rhode Island Hospitality and Tourism Association. Accomplishments included clarifying existing and future skill gaps; aligning current curricula and training programs to industry demand; and identifying areas of potential collaboration among state and local workforce agencies.

Additionally, the Strategic Investment Committee awarded \$96,538 to Quality Partners of Rhode Island in order to lay the groundwork for a new Licensed Practical Nurse program that would increase the state's capacity to train LPNs—a need highlighted in the organization's long-term health care skill gap study.

- **Industry Skills Development Initiative**

Administered through the local workforce investment boards, the Industry Skills Development Initiative expanded on four existing industry partnerships: the Rhode Island Hospitality Education Foundation, the Rhode Island Marine Trades Association, Building Futures/Providence Plan and the Tech Collective (Information Technology). In Program Year 2008, \$2,270,100 was awarded to these partnerships to develop and deliver training for incumbent workers in their industries; to establish "Industry Greenhouses" for youth; and to implement career awareness strategies. In Program Year 2008, 815 people enrolled in training through the Industry Skills Development Initiative and 668 to date have completed training. Others are continuing training through Program Year 2009.

- **Youth Strategies**

Recognizing that Rhode Island youth represent the future workforce, the board allocated \$3 million of state dollars to augment \$8.9 million in WIA youth funding (including stimulus) and administrative dollars. This effort is consistent with the board's All-Youth Agenda and required unified strategies. Program Year 2008 has served approximately 7,500 youth with an age range from 14 to 24.

GOVERNOR'S WORKFORCE BOARD

Keeping with the All-Youth Agenda, the board also allocated \$116,525 in funding to the Department of Labor and Training's youth provider statewide training plan, which addresses the training and development needs of youth-serving agencies, youth workers and local workforce investment board grant recipients.

Lastly, the board awarded \$500,000 to the Cranston Public School pilot program, World of Work, which integrates work readiness and work experience into the school day framework. This pilot program served 243 students.

- **Adult Education/Literacy**

The board's continued support of adult education and literacy is integral to its broader policy agenda. In order for Rhode Island to suc-

cessfully continue as a world-class competitor in the 21st century, the board continued its funding in Program Year 2008 with \$4.6 million, which helped serve 2,174 adult students in 38 community-based programs.

- **Jobs Training Tax Credit**

Enacted by the General Assembly in 1996, the act provides for employer tax credits of 50 percent 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 Program Year 2008, the Governor's Workforce Board supported more than \$713,00 in tax credits to 23 companies that had collectively invested more than \$2 million to train approximately 3,838 employees.

Adult Education Committee

The Adult Education Committee provided \$4.6 million to the Rhode Island Department of Education, which leveraged an additional \$6.7 million from a variety of public sources in order to serve 2,174 adults in Program Year 2008. Each participant has received an average of more than 100 hours of instruction.

- **The Aquidneck Island Interagency Demonstration Project** (a.k.a. the Newport Skills Alliance) has run two pilot programs, one focusing on the long-term care industry and the other on hospitality. Six-

teen individuals were enrolled in the healthcare cohort, of which 16 completed the program, 14 qualified to go on to CNA training, 10 graduated as CNAs, and seven were employed. Fifteen individuals enrolled in the hospitality training, of which 15 completed the program, seven continued on to ServSafe training and passed, and eight are currently employed. The project has also leveraged funds in excess of \$200,000 from private foundations.

• ***The One-Stop Career Center Demonstration Project*** is a capacity-building collaboration among the RI Professional Development Council, Rhode Island Department of Education (RIDE), the Governor's Workforce Board Rhode Island, the Rhode Island Foundation, the United Way of Rhode Island, the Rhode Island College Foundation, the David E. Sweet Center for Public Policy at Rhode Island College, and Lifespan. Through its efforts at the Providence, Pawtucket

and Woonsocket netWORKri one-stop centers, the project helped more than 400 students with web-enabled skills building in Program Year 2008. The Rhode Island Department of Education has requested that the highly successful Providence component be included as part of the regular grants awarded from the Job Development Fund. The Rhode Island Department of Education also requested the one-year continuation of similar demonstration projects in Woonsocket

and Pawtucket to determine whether these two sites will be as effective as the Providence site.

• ***The Rhode Island Adult Education Professional Development Center***, a collaboration among state agencies, higher education and private industry, provides professional development to Rhode Island's adult education practitioners. With the help of funding from the Governor's Workforce Board in Program Year 2008, the center was able to operate at full capacity.

Youth Development Committee

The Youth Development Committee of the Governor's Workforce Board continued to collaborate with the two local workforce investment boards on a Shared Youth Vision of and an All-Youth Agenda for Rhode Islanders ages 14 to 24. In Program Year 2008, the committee further grew its investment in RI youth by leveraging the state's WIA Youth allocation of \$8.9 million (including administrative funds and stimulus funds) with an additional \$3 million in state Job Development Fund dollars.

This vision was implemented in the 13 YouthWorks411 centers located

throughout Rhode Island, by offering work readiness, career exploration and leadership skills.

In keeping with a unified approach to youth workforce development, The Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston released a joint RFP for youth programming in Program Year 2008. The combined RFP maximized the diverse areas of expertise of community-based organizations throughout the state while it created a unified entry point to the youth workforce system. As a result, 32 youth service providers throughout the state received funding in Pro-

gram Year 2008.

Lastly, the World of Work pilot program, funded in part by \$500,000 from the Governor's Workforce Board, integrated work readiness and work experience into the school day framework in the Cranston Public Schools. With 243 students gaining paid, unsubsidized employment and classroom credit, the World of Work program was so successful that it is being replicated in three other public school systems in Rhode Island in Program Year 2009.

GOVERNOR'S WORKFORCE BOARD

Planning and Evaluation Committee

In Program Year 2008, the Planning and Evaluation Committee oversaw the completion and board endorsement of the *Strategic Workforce Plan for Rhode Island, 2009-2014*. This plan was also endorsed by the Governor's Workforce Cabinet and the United Way of Rhode Island. This strategic plan has four main goals:

Goal 1: The Public System Grows, Retains and Attracts Talent.

Goal 2: Employers Attract and Retain a Highly Skilled Workforce.

Goal 3: The Adult Workforce is Skilled and Agile.

Goal 4: Youth are Ready for Work and Lifelong Learning.

All requests for funding to the Governor's Workforce Board Rhode Island must be aligned with this strategic workforce plan. The committee is also the first stop in the board's approval process for those state agencies with workforce, education and economic development plans. All Workforce Investment Notices issued by the State Workforce Investment Office (SWIO) are reviewed by the Planning and Evaluation Committee.

Board Development Committee

The Board Development Committee is charged with the recruitment of potential members and the education of existing members, and is the driving force behind the annual meeting. On June 18, 2009, board members greeted 175 invited dignitaries and guests for "Strategy in Action," the annual meeting for Program Year 2008. The program included an overview of the strategic plan, and highlighted success stories of its implementation to date in the areas of industry collaboration, adult education and youth workforce readiness.

After addressing the crowd separately, Chairman Joseph MarcAurele and Governor Donald L. Carcieri together presented the 2009 Workforce Innovation Award to Comprehensive Training Grant recipient Ananke IT Solutions, for its training program which improved the company's outbound calling sales efforts by 200 percent and its hot leads by 400 percent. The two also presented a second award to Governor's Workforce Board Vice Chairman William McGowan for his leadership in the collaborative creation of the five-year strategic workforce plan.

Executive Committee

The Executive Committee is comprised of officers and elected or appointed chairpersons of any other committee designed by the board.

The committee is responsible for:

- Serving as or designating other members to serve as the Governance Committee of the board;
- Serving as or designating other members to serve as the Audit Committee to assist the Gover-

nor, or his or her designee, in the oversight of federal and/or state obligations and expenditures;

- Establishing and reviewing board member performance standards and codes of conduct consistent with the mission of the board;
- Evaluating the performance of members annually;
- Reviewing the by-laws annually and recommending changes to

the full board; and

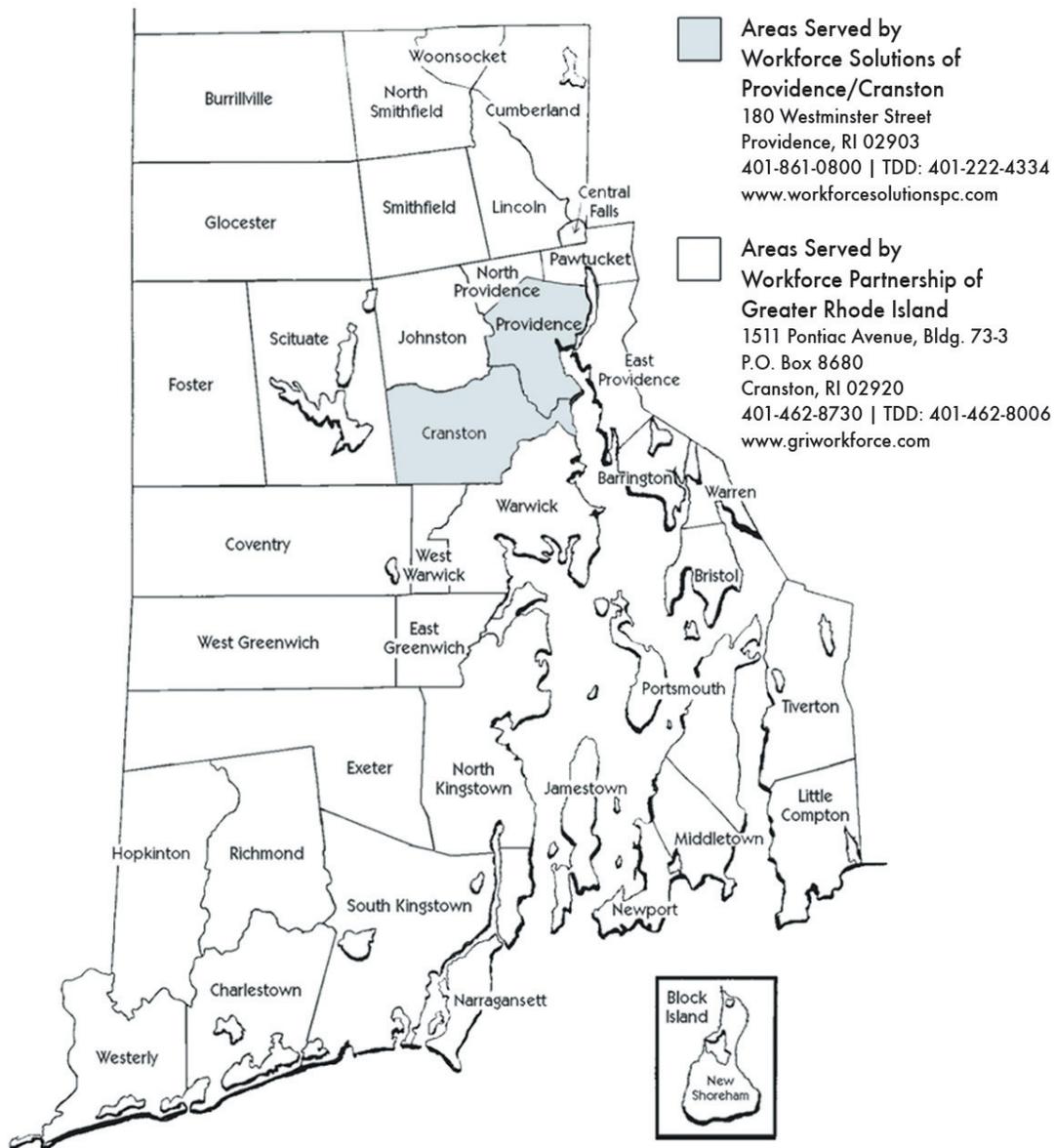
- Exercising any of the powers and authority of the board that the board may delegate to the committee, subject to the control of the board, except the power to amend or repeal the by-laws and any matter required by law to be exercised by the board.

GOVERNOR'S WORKFORCE BOARD

Governor's Workforce Board RI Members PY 2008

Chairman Joseph MarcAurele	President and CEO Citizens Bank of RI
Mario Bueno	Adult Education Director, Progreso Latino
Mia Caetano-Johnson	Attorney, Johnson Law Associates
Armeather Gibbs	Chief Operating Officer, United Way of RI
Saul Kaplan	Director, RI Economic Development Corporation
Paul MacDonald	President, Providence Central Federated Council
William McGowan	Business Manager, IBEW Local 2323
Brandon Melton	Senior Vice President of Human Resources, Lifespan
Sharon Moylan	Executive Director, Options for Working Families
Robert Nangle	President , Meridian Printing
George Nee	Secretary-Treasurer, RI AFL-CIO
Sandra Powell	Director, RI Department of Labor and Training
Sgt. Robert Paniccia	President, Providence Fraternal Order of Police
Lorna Ricci	Executive Director, Ocean State Center for Independent Living
Cathy Streker	Vice President, Human Resources and Benefits, Textron
Martin Trueb	Senior Vice President and Treasurer, Hasbro
Dr. Jack Warner	Commissioner, RI Office of Higher Education

Workforce Investment Areas



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

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

WORKFORCE PARTNERSHIP OF GREATER



The Workforce Partnership of Greater Rhode Island (WPGRI) serves as the local Workforce Investment Board to the largest geographic area of Rhode Island, including 37 of the state's 39 cities and towns. Its Program Year 2008 allocation totaled \$7,712,242, with \$4,877,256 in federal Workforce Investment Act funds and \$2,834,986 in state Job Development funds. This funding allowed the local investment board to serve youth, adults and dislocated workers through a variety of programs, including 185 programs on the Eligible Training Providers list.

The Workforce Partnership of Greater Rhode Island Board of Directors has maintained a strong, business-led majority membership that has offered both their time and expertise to support the mission and vision of the organization. Utilizing an active and focused committee structure, the board has successfully directed its members' commitment and energies to ensuring the success of both its federal- and state-funded programs.

The Executive Committee remains the driving force of the Workforce Partnership of Greater Rhode Island. Composed of elected officers and all committee chairs, the Executive Committee ensures that the board remains focused on the mission at hand, while anticipating the future needs of Rhode Island's economy. This proactive approach has ensured

the organization's readiness and response to meet our state's diverse workforce needs.

Working through the Board Development Committee, the Workforce Partnership of Greater Rhode Island continued to strengthen its membership in Program Year 2008 by aligning board member vacancies with the state's identified high-growth, high-demand industries, including healthcare & social assistance, hospitality & tourism, educational services and science & technology. The Governor recently approved eight new board members, which brought the board to its full capacity of 37 members. An orientation for new board members that incorporates ethics training is planned for the near future. The Board Development Committee also plans to expand its activities to incorporate local, regional and national topics of interest.

The cornerstone of the workforce investment board's federal Workforce Investment Act (WIA) is netWORKri, the state's One-Stop Career Center System. During Program Year 2008, the organization's Quality Assurance Committee continued to focus on tracking and improving performance through support of its region's netWORKri one-stop centers. This committee ensures that the system strives for and achieves excellence in both service delivery and overall customer

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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 recommend strategies for continual improvement.

In addition, the committee oversees award nominations to recognize successful programs and collaborations, as well as the hard work of netWORKri staff, at the Workforce Partnership of Greater Rhode Island annual meeting. In 2008, the board awarded customer service awards to 11 netWORKri staff members who had performed exemplary work during a time of extremely high unemployment. An award was also given to an employer partner and a senior aide partner.

Building upon the work of the Governor's Workforce Board Rhode Island and its industry partnerships, the Workforce Partnership of Greater Rhode Island helped launch the Industry Skills Development Initiative (ISDI), an innovative approach to adult workforce training in a 21st-century economy. The initiative provides a dynamic and responsive vehicle to fulfill statewide objectives by connecting workforce development programs and leveraging federal and state funding streams in a meaningful way, ensuring that workers have the skills needed to succeed across industries, and that

industries have the human capital assets to prosper.

Through a Request for Proposals (RFP), the Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston issued Industry Skills Development Initiative awards to four industry partners: Marine Trades/My Turn and RI Marine Trades Association, Information Technology/Tech Collective, Construction/Building Futures, and Hospitality/RI Hospitality and Tourism Education Foundation. These one-year contracts began in August and September of 2008. Workforce Partnership of Greater Rhode Island has oversight of the Marine Trades and Information Technology.

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.

During the past year, the initiative partners focused on the following program goals:

- Develop an industry-based, on-demand training resource system designed to effectively respond to the short- and long-term training needs of employer partners and industries as a whole;
- Strengthen the role of industry partners in the collaboration of training development and expansion of responsive and effective training resources;
- Develop an Adult Workforce Development System that fosters pathways to respond and adapt to the variety of industry workforce needs throughout the employer community;

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- Establish “Industry Greenhouses” that grow the future workforce through the development and implementation of industry-based activities, such as internships and summer job banks, and connect them to the Youth Workforce Development and educational systems;
- Leverage federal workforce training dollars and programs and expand Individual Training Account (ITA) offerings for unemployed and dislocated workers through the netWORKri one-stop centers;
- Integrate technology to build sector-based “virtual one-stops” that are linked to and complement the netWORKri one-stop centers and expand career awareness in high-growth sectors;
- Build industry-based “clearinghouses” to recruit candidates for training and connect successfully-trained graduates to employment opportunities; and
- Upgrade and continue to develop area training and educational resources that meet industry standards and occupational skill requirements.

The four major programmatic components of the ISDI are: training and development, a sector-based One-Stop Career Center presence, industry greenhouses and career awareness strategies. As a result, Marine Trades and Information Technology were able to achieve the following:

- Over 150 incumbent and unemployed workers were enrolled into industry-related training;
- Over 500 youth were exposed to the industry through activities such as job shadows, field trips and guest speaker engagements;
- Over 200 hours of industry representation occurred at the netWORKri one-stop Centers; and
- Production began on a career awareness video promoting all four ISDI industries. The expected completion date is late summer/early fall of 2009.

Contracts with the four industries ended in August and September 2009. In July 2009, Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston issued an RFP for year-two proposals. Both local workforce investment boards hope to add new industries to this statewide initiative.

The Workforce Partnership continues to collaborate with the Governor’s Workforce Board Rhode Island, the RI Department of Labor and Training, Workforce Solutions of Providence/Cranston and the RI Department of Elementary and Secondary Education on the development of a statewide Youth Workforce Delivery System. The strategic leveraging of federal WIA dollars with state Job Development Fund (JDF) money has led to an exponential increase in the number of youth

served throughout our system, providing our emerging workforce with the skills and supportive services necessary to succeed in the contemporary labor market. Through one of 13 youth centers throughout the state, youth ages 14 to 24 can receive assistance with basic work skills, résumé development, work maturity skills and academic remediation, as well as register for programs such as adult mentoring, leadership development, work preparation and summer work experiences. Each youth participant has his or her own individual timeline, depending on his or her need for supportive services. By focusing on a young person's assets, communicating high expectations, providing opportunities for leadership in safe surroundings, encouraging a young person's perspective, and connecting him or her with caring adults, the Youth Workforce Delivery System is preparing young people for bright and successful futures in a 21st-century economy.

In addition, more than a third of the youth served in the past year were categorized as "at-risk," including

youth who are pregnant or parenting; youth in foster care; homeless/runaway youth; and youth offenders. Programs funded by the Workforce Partnership of Greater Rhode Island are providing these hard-to-reach youth with alternative pathways to stability and lifelong success.

In Program Year 2009, with the infusion of American Recovery and Reinvestment Act dollars, the Workforce Partnership of Greater Rhode Island will connect more young people to programs and services through multi-agency collaboration and community-based organizations.

The Workforce Partnership of Greater Rhode Island web site, located at www.griworkforce.com, continues to attract new and repeat visitors who are seeking information about the organization, researching funding opportunities and identifying program information and customer services. Interested parties may also download copies of the various forms and reports used in conjunction with youth programs. The Workforce Partnership of Great-

er Rhode Island anticipates expanding this convenient feature to other program components in the future.

Ongoing review and evaluation of programs and 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 continue to present challenges to the Workforce Partnership of Greater Rhode Island. However, these challenges create unique opportunities for continued diversification, collaboration, growth and improvement.

GREATER RHODE ISLAND

Workforce Partnership of Greater RI Board Members PY 2008

Chairman Steven H. Kitchin	Vice President, Corporate Education and Training New England Institute of Technology
Vice Chairman Paul Ouellette	Vice President, Community Development and Workforce Training Northern RI Chamber of Commerce
Acting Treasurer Paul Harden	Business and Workforce Development Manager, RI Economic Development Corporation
Secretary Patricia Talin	President HR Consultants
Evaristo Amaral	President, Amaral Revite Corporation
Michael Cassidy	Director of Planning and Development, City of Pawtucket
Vanessa Cooley	Coordinator, Career Technical Education, RI Department of Education
Diane Cook	Acting Administrator, RI Office of Rehabilitative Services
Bob Cooper	Executive Secretary, Governor's Commission on Disabilities
Joseph DeSantis	Chief Executive Officer, Tri-Town Community Action
Alexis Devine	Youth Development Coordinator, Lifespan
Joseph DiPina	Director, Exeter Job Corps Academy
Allen P. Durand	Business Manager/Financial Secretary, IBEW LU 99
Cynthia J. Farrell	Director of Human Services, Thundermist Health Center
Raymond Filippone	Assistant Director of Income Support, RI Department Labor and Training
Victoria Galliard-Garrick	Director, Davies Career and Technical High School
Kathleen Grygiel	Supervisor, RI Office of Rehabilitative Services
Wendy Kagan	Senior Vice President of Human Resources, BankNewport
Peter Koch	Chief Executive Officer, Koch Eye Associates
Dorothy Mattiello	Vice President of Human Resources, Hope Global
Courtney Murphy	Chief of Human Resources-Training, General Dynamics/Electric Boat
Lori Norris	Administrator, Employment and Training Programs, RI Department Labor and Training
Jane Nugent	Senior Vice President of Community Services, United Way of Rhode Island
Joseph W. Oakes, Jr.	President, VR Industries, Inc.
Susan O'Donnell	Director of Human Resources, The Hotel Viking
Raymond Pingitore	Director of Members Assistance Program, Teamsters Local 251
Betty Pleacher	President, East Bay Chamber of Commerce
Fred Ricci	Franchise Owner, Today's Office Staffing

Workforce Partnership of Greater RI Board Members PY 2008 (cont.)

Nancy Roderick	Human Resource Manager, SEA Corporation
Scott Seaback	President, RI Temps, RI Personnel, Inc.
Robin Smith	Associate Vice President, Center for Workforce Education, Community College of Rhode Island
Phil Stone	Executive Director, U.S. Chamber of Commerce
Andrew T. Tyska	President, Bristol Marine
Johan Uvin	Director of Adult Education and Career and Technical Education, RI Department of Education
Darrell Waldron	Executive Director, Rhode Island Indian Council
Kimberly Weiss	Chief, Employment and Training Programs, RI Department Labor and Training
Steven Wilson	President, Polytop Corporation

WORKFORCE SOLUTIONS OF PROVIDENCE



Workforce Solutions of Providence/Cranston, working in close partnership with government, business, labor, state and local education and community and faith-based organizations, oversees workforce development services for unemployed job seekers, underemployed and emerging workers, and the employers of the cities of Providence and Cranston. From the Providence office of the netWORKri one-stop 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 workforce.

To accomplish these goals, Workforce Solutions of Providence/Cranston received \$3,433,885 in federal funding from the Workforce Investment Act and \$2,016,981 in state funds from the Job Development Fund.

Workforce Solutions of Providence/Cranston trained 450 adults and dislocated workers for high-demand occupations based upon labor market information provided by the RI Department of Labor and Training.

Workforce Solutions of Providence/Cranston continues to partner with state and local economic development agencies to meet the workforce needs of both new and expanding businesses. With a grant provided by the RI General Assembly, Workforce Solutions of Providence/Cranston conducted customer service training

customized for the hospitality industry. The Rhode Island Hospitality Association conducted training in the safe service of food and alcohol and the Providence Skills Center provided customer service training with curriculum supplied by the National Retail Federation. Program graduates received three certificates, met national industry standards and were well-positioned for entry-level jobs in hospitality.

Workforce Solutions of Providence/Cranston continues operations at the Providence Skills Center located in the Providence Place Mall. In partnership with Comprehensive Community Action Program of Cranston, 250 participants received GEDs. An additional 76 enrolled in customer service training and 60 achieved a credential in customer service, based upon standards developed by the National Retail Federation and major retailers. Forty more students enrolled in Pharmacy Tech training developed with CVS Corporation; they received certification and were hired by CVS, satisfying an employer demand.

With funds from the RI Department of Education, Workforce Solutions of Providence/Cranston has increased the level of basic skills instruction at its one-stop office. This \$50,000 grant gives Providence/Cranston the opportunity to address a major challenge in meeting employer workforce demands: low basic skills of the entry-level workforce. These funds will enable Workforce Solutions of Providence/Cranston to upgrade its cus-

tomers' basic skills and allow them to enter employment or occupational skills training that leads to employment. Recognizing the success for the program, the Department of Education has made Skills Tutor a part of its budget request and has increased the grant to Workforce Solutions to \$100,000.

The Rhode Island Industry Skills Development Initiative has enabled the state's two local workforce investment boards to align their training resources and services with the labor market needs of four high-growth, high-wage industries identified by the Governor's Workforce Board. With funds allocated by the Governor's Workforce Board, Workforce Solutions managed grants for two of the high-growth, high-wage industries: hospitality & tourism and construction.

Utilizing a skills gap analysis of their industries, the hospitality & tourism and construction industry partners have identified labor needs and developed training for both new workers and currently employed workers. These training programs are specifically designed to meet the demands of the targeted industries and have enabled the workforce development system to align resources and connect with employers with a documented demand. The industry partners were also required to utilize the state's one-stop system so that adults and dislocated workers could connect to employment opportunities.

Working in partnership with the RI Department of Labor and Training,

in the future this employer-driven initiative will expand upon the work of the Governor's Workforce Board Rhode Island to establish a comprehensive Adult Workforce Development System that will be responsive to the human capital needs of Ocean State employers.

Workforce Solutions continues to collaborate with the Governor's Workforce Board Rhode Island, the RI Department of Labor and Training, Workforce Solutions of Providence/Cranston and the RI Department of Elementary and Secondary Education on the development of a statewide Youth Workforce Delivery System. The strategic leveraging of federal WIA dollars with state Job Development Fund (JDF) money has led to an exponential increase in the number of youth served throughout our system, providing our emerging workforce with the skills and supportive services neces-

sary to succeed in the contemporary labor market. Through one of 13 youth centers throughout the state, youth ages 14 to 24 can receive assistance with basic work skills, résumé development, work maturity skills and academic remediation, as well as register for programs such as adult mentoring, leadership development, work preparation and summer work experiences. More than a third of the youth served in the past year were categorized as "at-risk," including youth who are pregnant or parenting; youth in foster care; homeless/runaway youth; and youth offenders.

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

The Mission

The mission of Workforce Solutions of Providence/Cranston is the continuous improvement of the Providence/Cranston workforce investment area's capacity to connect people, employers, jobs, education and service.

The Vision

The vision of Workforce Solutions of Providence/Cranston is to create a rich, vibrant, competitive economy in the Providence/Cranston workforce investment area where people find good jobs, where employers find the skilled workers they need and where all parties find the Providence/Cranston workforce investment area a place in which they want to live, work and invest.

PROVIDENCE / CRANSTON

Workforce Solutions of Providence/Cranston Board Members PY 2008

Chairman Janet Raymond	Senior Vice President, Greater Providence Chamber of Commerce
Vice Chair Michael Paruta	Associate Vice President, Women & Infants' Hospital
Victor Barros	Urban Development Manager, RI Economic Development Corporation
Lynn Bentley	President, Organization Transitions
Nicole Campbell	Assistant Vice President, Underwriting, Blue Cross/Blue Shield of Rhode Island
Donalda Carlson	Administrator, Center for Children and Family Support, RI Department of Human Services
Andrea Castañeda	Director, School Improvement, Planning and Accountability Providence School Department
Patti Chaves	Vice President, Regional Recruitment, Citizens Bank
Vanessa Cooley	Coordinator, Career and Technical Education, RI Department of Education
Frank Corbishley	Executive Director, ProCAP, Inc.
Robert Delaney	Executive Director, Institute for Labor and Studies Research
Tom Deller	Director, Department of Planning and Development, City of Providence
Sorrel Devine	Director of Resident Services, Providence Housing Authority
Alexis Devine	Youth Development Coordinator, Lifespan
Lawrence DiBoni	Director of Economic Development, City of Cranston
Joseph DiPina	Director, Exeter Job Corps Academy
Monica Dzialo	Workforce Development Supervisor, RI Office of Rehabilitation Services
Raymond Filippone	Assistant Director of Income Support, RI Department of Labor and Training
Ken Fish	Director, Exchange City, Johnson & Wales University
Hy Goldman	Sales Manager, Greylawn Food, Inc.
Ann Gooding	Director of Administration, Planning and Development, City of Providence
Chris Lombardi	Secretary-Treasurer, Laborers Local 226
Jeffery Machado	Chief Executive Officer, Goodwill Industries
Joanne McGunagle	Executive Director, Comprehensive Community Action
Jane Morgan	Associate Director, RI Department of Elderly Affairs

Workforce Solutions of Providence/Cranston Board Members PY 2008 (cont.)

Lori Norris	Administrator, Employment and Training Programs, RI Department of Labor and Training
Susan Pagnozzi	President, Greater Cranston Chamber of Commerce
Debra Quinn	State Workforce Readiness Director, Society of Human Resource Management
Hillary Salmons	Executive Director, Providence After School Alliance
Gregory J. Schmidt	Manager, Workforce Development Programs, CVS Corporation
Raymond B. Sepe	President, Electro Standards Laboratory, Inc.
Heather Singleton	Vice President of Operations, RI Hospitality and Tourism Association
Robin Smith	Associate Vice President, Center for Workforce Education, Community College of RI
Peter Stipe	Director, Training and Development, AAA Southern New England
Alison Svenningsen	New England Human Resources Manager, Gilbane Building Co.
Allan Tear	Managing Partner, Aptus Collaborative
Michael Traficante	Director of Governmental Affairs, New England Laborers Union
Johan Uvin	Director of Adult Education and Career & Technical Education, RI Department of Education
Darrell Waldron	Executive Director, Rhode Island Indian Council
Norris Waldron	Owner, Waldron Properties
Kimberly Weiss	Chief, Employment and Training Programs, RI Department of Labor and Training
Robin Zukowski	Director of Human Resources, Renaissance Hotel

WORKFORCE DEVELOPMENT

The Division of Workforce Development serves as the single point of contact for employment, workforce information and education and training services in Rhode Island. The division oversees all of the program operations and services that guide job seekers to suitable employment, and facilitates the connection between employers and qualified workers. Among its key components are the netWORKri One-Stop Career

Center System, which assists workers in all levels of job search; Adult and Dislocated Worker Unit, which helps to reconnect adults to the workplace in a timely manner; the Business Service Unit, which addresses the workforce needs of area employers; and the Youth Workforce Development System, which strategically supports the next generation of Rhode Island workers.

netWORKri

Rhode Island's One-Stop Career Center System, known as netWORKri, is the center of the workforce development system. The RI Department of Labor and Training (DLT) is the operator of the One-Stop Career Center System, where job seekers and employers are matched through quality employment programs and services.

A partnership of professional labor, training and education organizations, netWORKri operates four centers, including two comprehensive centers, one in each of the workforce investment areas. Each center provides access to state-of-the-art technology, resources and programs, as well as 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 one-stop center has staff members from the Department of Labor and Training who specialize in employer services. They offer a rich array of services to meet the workforce development needs of Rhode Island employers. Both job seekers 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.



The One-Stop Career Center System is supported by a variety of funding streams including Wagner-Peyser, Trade Adjustment Assistance Act, the Workforce Investment Act and various partner agencies. Wagner-Peyser is the primary funding source, providing universal access to one-stop services for both job seekers and employers.

Job seekers and employers utilized netWORKri services and resources in record numbers in 2008. Over 30,000 job seekers accessed workforce development programs and services, including: training, job fairs, résumé assistance and job search workshops, as well as the guidance and counsel of professional employment and training interviewers. A part of that customer base included an increase of unemployment insurance claimants who visited the centers seeking assistance in filing initial unemployment insurance claims and extended unemployment insurance benefits.

In May 2009, the One-Stop Career Center System implemented a new case management and reporting Management Information System (MIS) known as EmployRI. EmployRI is an internet-based system that contains information about job seekers, employers, job orders and training providers. This system has greatly improved netWORKri's ability to assist with job matching for self-service job seekers and employers in addition to staff-enabled matching. By using the self-service functionality, job seekers and employers are able to register and post a résumé or a job order into the system. EmployRI can be found on the internet at www.employri.org.

In addition to EmployRI, the netWORKri one-stop center system upgraded technology through Governor's Workforce Board funding. This investment demonstrated the com-

mitment of the Governor's Workforce Board and the local boards to ensure that the netWORKri system has the resources and technology to assess job seeker skills effectively and to make quality referrals to employment and training programs—all in a coordinated effort to meet industry demand. Technology and improvements implemented include the following:

- **CareerScope** – an upgraded version of current software. CareerScope is a computer-based aptitude and interest assessment tool. The newer version of CareerScope provides for the addition of the "Summary Report," a comprehensive correlation to O*NET, the option to administer the CareerScope assessment timed or un-timed, and the ability for customers to take the assessments in Spanish. The newest version of CareerScope is currently utilized in all One-Stop Career Centers.
- **Skills Tutor** – Skills Tutor is a computer-based remedial education and work readiness software. The remedial education portion includes lessons on math, reading, writing and science. The work readiness lessons include career decision-making, job seeking skills and worker effectiveness skills. This software, located in the Pawtucket and Providence netWORKri one-stop centers, provides customers with the ability to increase their level of educational and skill com-

petency in preparing for training or work.

- **Prove It!** – The Prove It! occupational assessment tests, which come in multiple languages, assess a job seeker's occupational skills. The tests are internet-based and provide access to a wide variety of tests onsite through a physical netWORKri one-stop center location or remotely through any computer that has internet access. Common tests include clerical, software, technical, call center, customer service and financial. The assessment test can also be utilized during job fairs so that the onsite screening and referral process for employers becomes more accurate and efficient; a detailed test report could even be discussed during a job interview between the job seeker and employer. The occupational tests allow netWORKri one-stop center staff to gauge a job seeker's proficiency in a particular subject matter by basic, intermediate and advanced statistics as well as the type of areas upon which the assessment is focusing. ProveIt! is currently utilized in all netWORKri one-stop centers.
- **Metrix Learning** – Metrix Learning, which includes SkillSoft and Medcom/Trainex courses, is an internet-based online training system that includes computer, business-related, customer service, health and medical courses. By providing online courses, netWORKri staff

WORKFORCE DEVELOPMENT CONT.

members now have the flexibility to serve more customers, including those who only need a short-term course to increase their employability skills. All netWORKri one-stop centers will offer Metrix learning in the near future.

- **Electronic Test of Adult Basic Education (TABE)** – Electronic TABE tests are internet-based versions of the Department of Labor and Training’s current math and

reading paper tests. The software tests the reading and math level of customers who are interested in pursuing training or who need to know their current reading and math grade levels for employment. The electronic version of these tests will greatly enhance our ability in the centers to expedite the testing process. Electronic TABE tests are utilized in all netWORKri one-stop centers.

Adult and Dislocated Worker Unit

The Adult and Dislocated Worker Unit (ADWU) administers a broad range of federally-funded programs that assist workers experiencing permanent job loss due to layoffs, company downsizing or plant closings. These federally-funded programs include:

- Trade and Globalization Adjustment Assistance Act of 2009, formerly called the Trade Adjustment Assistance (TAA) Act;
- Workforce Investment Act (WIA); and
- National Emergency Grants.

The Adult and Dislocated Worker Unit also coordinates with the Business Service Unit to provide statewide Rapid Response services for trade-impacted companies experiencing permanent layoffs. Finally, the unit provides administrative oversight for adult and dislocated worker services under WIA in various netWORKri one-stop centers throughout the state.

The Trade Adjustment Assistance Act, established in 1974, is a federal program that assists trade-affected workers who have lost their jobs due to increased imports or shifts in production out of the United States. Under the American Reinvestment and Recovery Act, the Trade program was reauthorized in February 2009, and is now called the Trade and Globalization Adjustment Assistance Act of 2009. Trade petitions filled on or after May 18, 2009 are subject to the changes under this new act. Major changes under the Trade and Globalization Adjustment Assistance Act relate to increases to the number of weeks available for Trade Readjustment Allowances (TRA), extended deadlines for training requests, additional allowances for job search and relocation and increased coverage for the Health Coverage Tax Credit, to name a few.

During Program Year 2008, 18 Rhode Island companies applied for

TAA certification; 11 are pending a determination, and seven were certified, identifying 1,537 potential TAA-eligible employees.

The TAA program provides an array of reemployment and retraining services including:

- Job search allowances when suitable employment is not available in the workers' normal commuting area;
- Relocation allowances when the workers obtain permanent employment outside the commuting area;
- Access to training opportunities to improve the workers' skill sets and increase marketability in the job market; and
- Extended income support for workers participating in full-time training.

In an effort to maximize services and benefits, TAA participants are often co-enrolled with WIA. Core, intensive and training services are often leveraged for TAA-eligible participants.

Additional benefits of the TAA program include a Health Coverage Tax Credit program and the Alternative

TAA Performance PY 2008

Performance Measure	National Goal	RI Outcome
Reemployment Rate	73%	73%
Retention Rate	91%	91%
Average Earnings Goal	\$14,050	\$15,393

TAA Program PY 2008

Total Participants	450
Participants Who Received Training	287
Funds Expended	\$1,869,848

Trade Adjustment Assistance program.

The Health Coverage Tax Credit program provides 80 percent reimbursement of monthly health care premiums for qualified workers. The latest quarterly report from the Internal Revenue Service, the agency responsible for administering this benefit, shows over 40 Rhode Islanders are currently enrolled in HCTC.

The Alternative Trade Adjustment Assistance (ATAA) program, implemented in 2002 as a pilot program, offers an alternative benefit to the

regular Trade Adjustment Assistance program. Participation in Alternative Trade Adjustment Assistance allows workers 50 years and older for whom retraining may not be appropriate the option of accepting reemployment at a lower wage while receiving a wage subsidy of 50 percent of the difference between pre- and post-separation wages. In 2008, 16 individuals supplemented their income with ATAA benefits and have returned to full-time employment. There are nine individuals currently participating in this program.

WORKFORCE DEVELOPMENT CONT.

Business Service Unit

Business Service Representatives serve as liaisons to the Rhode Island and nearby Massachusetts and Connecticut business communities. Working collaboratively with a variety of business and industry resources, the Business Service Representatives assist with developing recruitment strategies, hiring events, job openings and workforce development initiatives, including grant opportunities and state and federal tax credits. Utilizing technology and an extensive network of employment and training providers, educational resources and community resources, the Business Service Representatives meet the challenge of connecting job vacancies with qualified applicants by identifying the best resources that lead to successful employment or incumbent worker upgrades.

The Business Service Unit maintains an active presence at each of the netWORKri One-Stop Career Centers as well as through business organizations and associations where business leaders and hiring representatives congregate. The Business Service Representatives also retain memberships in 10 chambers of commerce in all communities within the state and have attended several statewide business expos and career fairs.

During Program Year 2008, the Business Service Unit organized 150 recruitment and job fair events at netWORKri centers and off-site loca-

tions. These addressed a full range of hiring needs for various business of all sizes, including retail, manufacturing, health care and hospitality.

The Business Service Unit offers services to companies at various stages of the business cycle, including economic downturns, reductions in workforce or company closures. In the latter part of 2008, the Business Service Unit assumed the duties of Rapid Response for the Adult and Dislocated Worker Unit. Since that time, Business Service Representatives assigned to Rapid Response have conducted management meetings, scheduled on- or off-site informational sessions for affected employees and have hosted customized job search, interviewing and résumé workshops. Targeted job fairs were also organized to pair highly trained dislocated workers with closely aligned job opportunities.

The RI Department of Labor and Training's Business Service Unit has expanded its knowledge of industry-specific workforce development needs by working in alignment with the Governor's Workforce Board Rhode Island Industry Partnerships. The Business Service Representatives continue to identify human resource challenges and skills gaps as well as offer strategies and solutions to improve the quality and skills of the Rhode Island workforce.

The Jobs netWORK, 1-888-616-JOBS (5627), has remained a valued

resource for both job seekers and the business community. Business Service Representatives provide customer service support through telephone and e-mail contact, offering expert advice in regulatory compliance and

workforce development options. In 2008, over 3,500 calls were fielded, for 1,200 job seekers and 2,300 business contacts, resulting in 1,784 job orders entered into the Rhode Island Job Bank.

More information on business services may be found at www.dlt.ri.gov.esu or by calling 1-888-616-JOBS (5627).

Youth Initiatives

Through increased funds and leveraged dollars, Rhode Island served over 7,500 youth in Program Year 2008, of which 35 percent were considered the neediest or hardest to serve youth. In order to provide efficient and effective services for all youth seeking to participate in the youth workforce delivery system, Rhode Island's Youth Centers grew from seven to 13 with connections to 32 separate service providers. This was possible through continued partnerships and linkages to other youth-serving organizations that have leveraged Rhode Island's public investments with their resources.

While the new service delivery model has allowed for a significant increase in the number of youth served, Rhode Island is also mindful that quality services are of equal importance; therefore, during Program Year 2008, Rhode Island focused on building capacity, increasing the quality of programs and building a skilled workforce to ensure both efficient and effective outcomes. To do this Rhode Island has built a continuum of services that allow youth with

varying skills and abilities to enter the system, access training and increase their skills to their highest potential so they may successfully enter the labor market as a skilled worker.

Rhode Island expects to continue to be a leader in workforce develop-

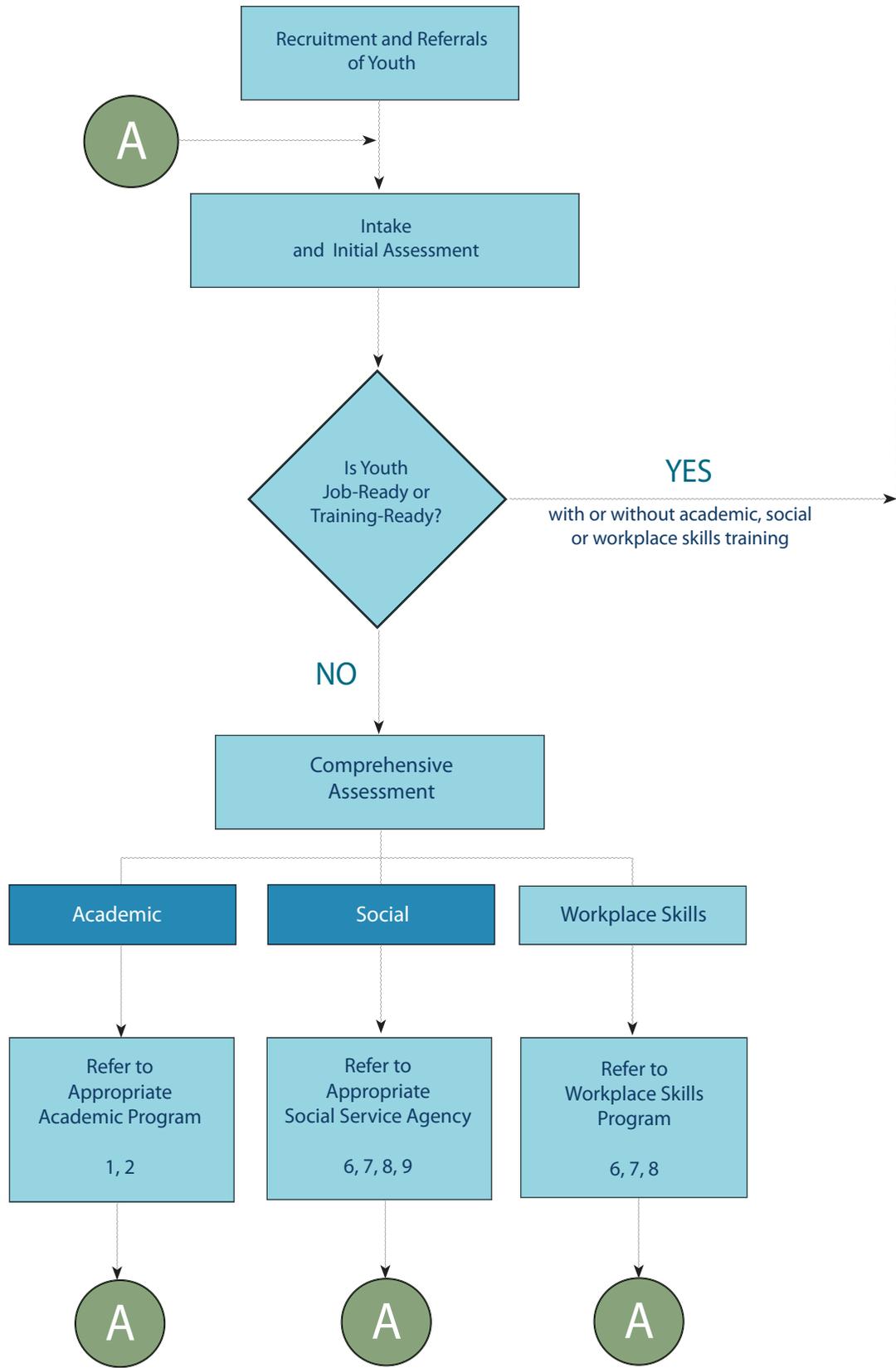
ment services for youth in the year ahead. Projections for Program Year 2009 include over \$16 million in contract awards and leveraged and in-kind services, which are anticipated to serve over 10,000 Rhode Island youth.

Youth Centers

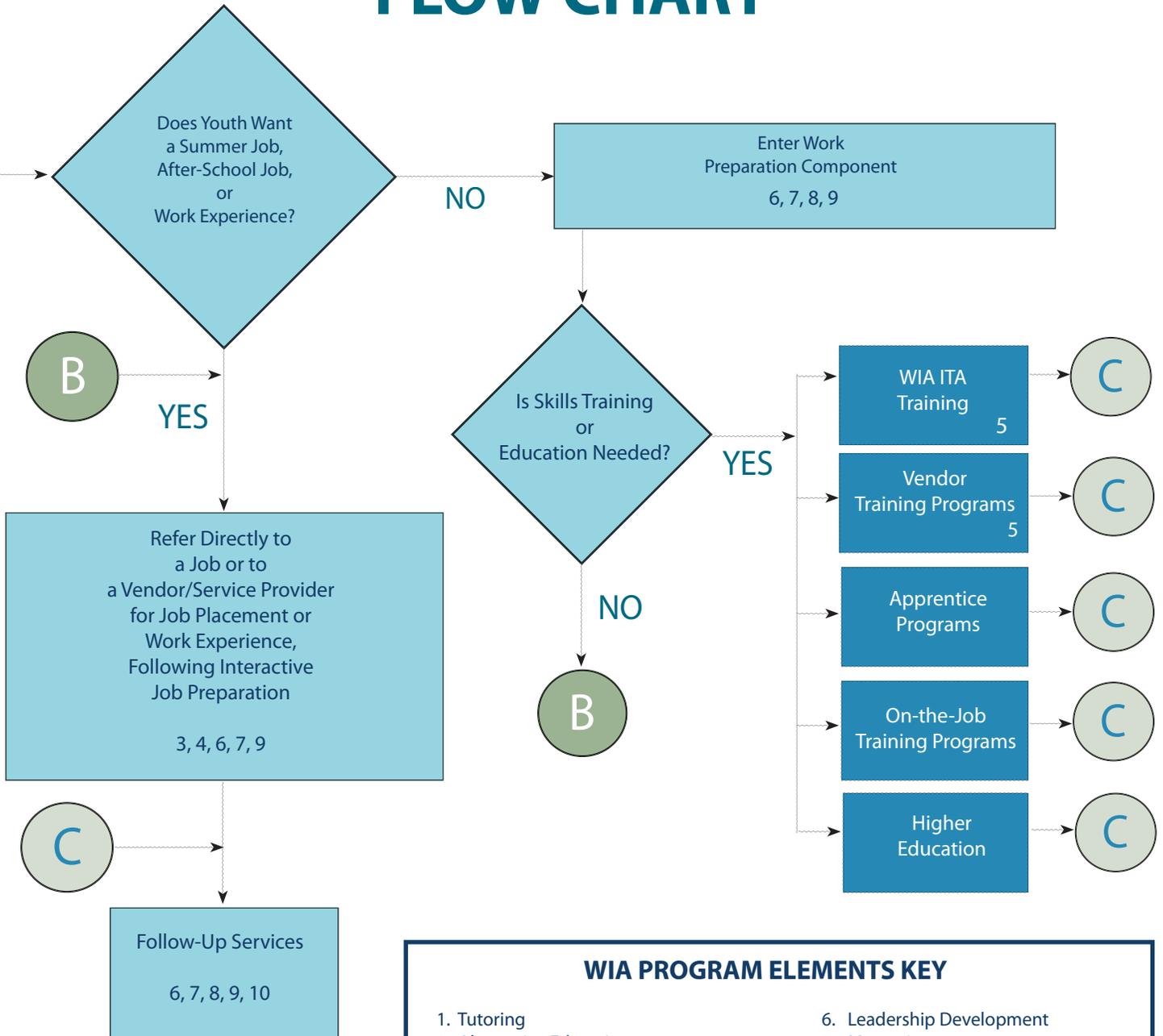
- 1a.** Pawtucket netWORKri Career Center
175 Main Street, Pawtucket
- 1b.** Woodlawn Community Center
210 West Avenue, Pawtucket
- 2.** Family Resources
55 Main Street, Woonsocket
- 3.** South County Community Action
1935 Kingstown Road, Wakefield
- 4.** South County Community Action
4350 South County Trail, Charlestown
- 5.** South County Community Action
34 Pond Street, Westerly
- 6.** Tri-Town Community Action
1126 Hartford Avenue, Johnston
- 7.** Providence netWORKri Career Center
One Reservoir Avenue, Providence
- 8.** Comprehensive Community Action
3027 West Shore Road, Warwick
- 9.** East Providence Boys and Girls Club
115 Williams Avenue, East Providence



- 10.** Mount Hope High School
199 Chestnut Street, Bristol
- 11.** Newport Boys and Girls Club
95 Church Street, Newport
- 12.** Comprehensive Community Action
222 Washington Street, West Warwick



YOUTH WORKFORCE SYSTEM FLOW CHART



WIA PROGRAM ELEMENTS KEY

1. Tutoring	6. Leadership Development
2. Alternative Education	7. Mentoring
3. Summer Employment	8. Comprehensive Guidance
4. Paid/Unpaid Work Experience	9. Supportive Services
5. Occupational Skills	10. Follow-Up

A Refer to Assessment
 B Refer to Job Placement
 C Refer to Follow-up

WIA SYSTEM REVIEW AND EVALUATION

State Workforce Investment Office System Review and Evaluation

The RI State Workforce Investment Office is responsible for the oversight, monitoring and policy of the Workforce Investment Act (WIA).

In compliance with USDOL Uniform Administrative Requirements and WIA Regulations at Section 667.410(b)(1), both local workforce investment boards were monitored in Program Year 2008. The compliance monitoring review for Program Year 2008 focused on internal controls within each organization and determined that their financial management provided adequate controls. Financial management included financial reporting, cash management, allowable costs, payroll controls, audit requirements, procurement, sub-recipient monitoring, sub-recipient audits, cost allocation, property controls and general ledger review.

In addition, WIA client files were sampled and reviewed for eligibility verification for adults, youth and dislocated workers. Monitoring reports were forwarded to the local boards, and any needed corrective action completed.

In the fall of 2008, upon the successful submission of Program Year 2007 performance data to U.S. Department of Labor, validators from the RI Department of Labor and Training State Workforce Investment Office 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; to improve program management and monitoring; and to improve program results.

WIA participant files from both workforce investment areas were reviewed against individual Program Year 2007 data validation records which were drawn through a random sampling process. A total of 545 records were reviewed. Upon completing the reviews, which were conducted in accordance with USDOL ETA policy, both workforce investment boards were informed of results in their area. Data validation results were submitted by RI Department of Labor and Training to the USDOL ETA by the February 1, 2009 deadline.

Since a significant portion of evaluation focuses on achievement of performance goals, the State Workforce Investment Office issued and/or discussed periodic monitoring reports with the local area workforce boards 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.

Evaluations by the local workforce investment boards use a variety of methods which cover all aspects of

the Workforce Investment Act. Local area monitoring staff members conduct reviews of adult, dislocated worker and youth activities while board members provide oversight

of the netWORKri one-stop centers. Any findings are addressed by corrective action with all reports and plans subsequently submitted to the state office.

Waiver Process

Rhode Island has utilized the waiver authority granted by the Workforce Investment Act (WIA) at Section 189(i)(4) to provide increased flexibility in implementing WIA activities resulting in improved programmatic outcomes. The approved waivers, the rationale for requesting them and the resulting outcomes are summarized below:

Waiver 1: To permit the use of Individual Training Accounts (ITAs) for older and out-of-school youth program participants.

Rationale: This waiver allows for the appropriate use of ITAs for youth participants, based on a valid needs assessment of interest, skills and aptitudes.

Performance Outcomes: This waiver has resulted in more flexibility for local boards in delivering services based on the individual needs of participants as intended under WIA. It has also increased the opportunity for youth to receive credentials.

Waiver 2: To extend the period of initial eligibility for training providers on the state's Eligible Training Provider List.

Rationale: This waiver allows for training providers to participate in the program without having to release information that may impinge on the privacy of their students.

Performance Outcomes: This waiver has resulted in increased customer choice. The number of programs currently on the list is more than double the number in Program Year 2004.

Waiver 3: To waive the membership requirements of the State Workforce Investment Board.

Rationale: This waiver allows for the state to continue operating with a streamlined State Workforce Investment Board. The State Workforce Investment Board is composed of the 13 members of the Human Resource Investment Council plus four additional members appointed by the Governor. It meets the WIA requirement for a business majority and a business chairperson.

Performance Outcomes: This waiver has resulted in an active, influential and involved board due to its smaller size.

Waiver 4: To waive the required

50-percent employer match for customized training to permit a match based on a sliding scale.

Rationale: This waiver allows for a sliding scale reimbursement to encourage employers to participate in this WIA activity since the 50-percent match had historically been a deterrent.

Performance Outcomes: This program has been redesigned and will be re-deployed shortly. The anticipated performance outcome is greater employer participation and satisfaction.

Waiver 5: To waive the requirement to select providers that offer all 10 youth program elements at once.

Rationale: This waiver ensures the availability of all youth program elements despite a limited pool of willing providers. It also reduces the expense and the administrative burden.

Performance Outcomes: This waiver has generated a much larger pool of leveraged funds which, in turn, has driven down the cost of providing the WIA services, allowing more youth to be served.

WIA SYSTEM REVIEW AND EVALUATION

Apprenticeship System

The RI Department of Labor and Training and the Governor's Workforce Board Rhode Island, in an effort to modernize and expand the potential of the current apprenticeship system, have retained a consultant to analyze the current apprenticeship system, including an evaluation of the program's Strengths, Weaknesses, Opportunities, and Threats (SWOT). The consultant will review apprenticeship program performance, policies, practices, procedures, materials, regulations and staffing patterns. In addition, the consultant will analyze state and federal information tech-

nology management systems used by the apprenticeship program in order to identify a potential interface with the new EmployRI Virtual One-Stop Management Information System. The consultant will also identify best practices from other apprenticeship programs across the nation, as well as assess requirements necessary to conform to the revised apprenticeship regulation at Title 29 CFR Part 29. The final recommendations resulting from this work will give Rhode Island a strong advantage to advance the modernization of its apprenticeship system.

Cost Benefit Analysis

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

In Program Year 2008, Rhode Island served 3,534 WIA participants, of whom 1,215 were adults, 1,751 were dislocated workers and 568 were youth.

A review of the data demonstrates that average earnings for adult recipients of public assistance who received intensive or training services

increased by \$3,574 compared with last year, an increase of 40 percent.

With youth participation levels of 129 older youth and 439 younger youth, the two local workforce investment boards continued to increase the number of WIA youth served—this year by more than 24 percent. A review of the data showed that the number of younger youth attaining a diploma or equivalent increased by more than 12 percent, with those younger youth who were also recipients of public assistance realizing an increase of more than 33 percent.

CONT.

WIA Financial Statement PY 2008

Total Funds All Sources	Available	Expended	Balance Remaining
Total Funds All Sources	\$31,686,250	\$12,734,180	\$18,952,070
Adult Program Funds PY08/FY09	\$3,769,044	\$1,420,547	\$2,348,497
<i>Carry-in Monies</i>	\$1,181,629	\$1,181,629	\$0
Dislocated Worker Program Funds PY08/FY09	\$7,044,929	\$2,363,903	\$4,681,026
<i>Carry-in Monies</i>	\$1,485,585	\$1,485,585	\$0
Youth Program Funds PY08	\$6,860,840	\$1,848,838	\$5,012,002
<i>Carry-in Monies</i>	\$1,410,196	\$1,410,196	\$0
Local Administration Funds PY08/FY09	\$1,963,868	\$240,586	\$1,723,282
<i>Carry-in Monies</i>	\$325,361	\$325,361	\$0
Rapid Response Funds PY08/FY09	\$3,136,542	\$592,163	\$2,544,379
<i>Carry-in Monies</i>	\$275,341	\$275,341	\$0
Statewide Activity Funds PY08/FY09	\$3,666,214	\$1,023,330	\$2,642,884
<i>Carry-in Monies</i>	\$566,701	\$566,701	\$0
Cost-Effectiveness			
Total		\$2,746	
Adult Programs		\$2,142	
Dislocated Worker Programs		\$2,198	
Youth Programs		\$5,738	

WIA SYSTEM REVIEW CONT.

PY 2008 WIA Participant Demographics

Race	Statewide
Asian	116
Black	557
Hawaiian	21
Hispanic	653
American Indian/Alaskan Native	49
White	2,184
Sex	Statewide
Male	1,489
Female	2,029
Age	Statewide
Youth (aged 14-18)	442
Youth (aged 19-21)	126
Adults (aged 18-21)	155
Dislocated Workers (aged 18-21)	30
Adults (aged 22-29)	288
Dislocated Workers (aged 22-29)	180
Adults (aged 30-59)	731
Dislocated Workers (aged 30-59)	1,450
Adults (aged 60+)	41
Dislocated Workers (aged 60+)	91

PY 2008 Time Periods Reported

Reporting Item	Dates
Total Participants	July 2008 to June 2009
Total Exiters	April 2008 to March 2009
Customer Satisfaction	January 2008 to December 2008
Entered Employment and Credential Rates	October 2007 to September 2008
Retention and Earnings Rates	April 2007 to March 2008
Diploma/Equivalent and Skill Attainment Rates	April 2008 to March 2009

PERFORMANCE CHARTS

All required elements are reported uniformly to allow for a state-by-state comparison.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level: American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for Survey	Number of Customers Included in the Sample	Response Rate
Participants	82.0%	77.3%	565	804	803	70.4%
Employers	79.0%	71.2%	515	891	660	78.0%

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0%	77.5%	371
			409
Employment Retention Rate	85.0%	86.3%	346
			401
Average Earnings Rate	\$11,194	\$11,487	\$3,939,886
			343
Employment and Credential Rate	70.0%	70.1%	108
			154

PERFORMANCE CHARTS CONT.

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	77.4%	24	70.4%	19	63.6%	7	83.9%	26
		31		27		11		31
Employment Retention Rate	78.9%	15	68.2%	15	75.0%	12	87.1%	27
		19		22		16		31
Average Earnings Rate	\$12,515	\$187,723	\$13,605	\$204,075	\$12,746	\$152,946	\$13,191	\$356,152
		15		15		12		27
Employment and Credential Rate	92.3%	12	55.6%	5	85.7%	6	37.5%	3
		13		9		7		8

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	84.0%	110	74.5%	207
		131		278
Employment Retention Rate	84.1%	122	87.5%	224
		145		256
Average Earnings	\$12,767	\$1,544,841	\$10,788	\$2,395,045
		121		222

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	88.0%	83.6%	321
			384
Employment Retention Rate	92.0%	87.1%	303
			348
Average Earnings Rate	\$14,063	\$14,313	\$4,308,187
			301
Employment and Credential Rate	73.0%	77.2%	129
			167

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	75.8%	25	87.5%	7	78.4%	40	80.0%	4
		33		8		51		5
Employment Retention Rate	91.3%	21	85.7%	6	93.3%	42	100.0%	4
		23		7		45		4
Average Earnings Rate	\$16,932	\$355,577	\$13,188	\$79,126	\$13,296	\$558,428	\$18,185	\$72,739
		21		6		42		4
Employment and Credential Rate	73.7%	14	83.3%	5	66.7%	10	0.0%	0
		19		6		15		0

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	86.6%	142	81.4%	179
		164		220
Employment Retention Rate	87.8%	159	86.2%	144
		181		167
Average Earnings Rate	\$14,511	\$2,292,686	\$14,094	\$2,015,501
		158		143

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	43.3%	77
			178
Attainment of Degree or Certificate	N/A	39.5%	73
			185
Literacy and Numeracy Gains	N/A	60.6%	60
			99

PERFORMANCE CHARTS CONT.

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.1%	78.4%	29
			37
Employment Retention Rate	81.0%	80.8%	42
			52
Average Earnings Rate	\$3,300	\$4,769	\$243,219
			51
Credential Rate	57.0%	58.7%	27
			46

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals with Disabilities	Out-of-School Youth
Entered Employment Rate	85.7%	0.0%	100.0%	29
				37
Employment Retention Rate	85.7%	0.0%	0%	42
				52
Average Earnings Rate	\$5,464	\$0	\$0	\$243,218
				51
Credential Rate	42.9%	0.0%	100.0%	27
				46

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	94.0%	89.9%	526
			585
Youth Diploma or Equivalent Rate	72.0%	74.6%	88
			118
Retention Rate	66.5%	61.6%	45
			73

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate	96.5%	191	157
		198	160
Youth Diploma or Equivalent	90.0%	36	81
		40	108
Retention Rate	45.8%	11	38
		24	62

Table L - Other Reported Information

Reported Information	12-Month Employment Retention Rate	12-Month Earning Increase (Adults and Older Youth) or 12-Month Earning Replacement (Dislocated Workers)	Non-Traditional Employment	Placement in	Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment	Entry into Unsubsidized Employment Related to Training Received by Those Who Completed Training Services
Adults	86.0%	270	\$3,252,401	5	\$4,666	\$1,446,514
		314	\$10,492	1.6%	317	310
Dislocated Workers	87.8%	216	\$3,037,178	3	\$6,257	\$1,977,073
		246	\$1,690	0.9%	321	316
Older Youths	78.4%	29	\$176,311	0	\$2,242	\$62,763
		37	\$4,765	0.0%	29	28

PERFORMANCE CHARTS CONT.

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	33,376	25,663
Total Adult, Self-Service Only	30,426	24,400
WIA Adult	31,642	25,208
WIA Dislocated Worker	1,751	457
Total Youth (14-21)	568	266
Younger Youth (14-18)	442	200
Older Youth (19-21)	126	66
Out-of-School Youth	278	175
In-School Youth	290	91

Table N - Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$2,602,176	
Local Dislocated Workers	\$3,849,488	
Local Youth	\$3,259,034	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$867,504	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$1,590,031	
	Program Activity Description	
Statewide Allowable Activities WIA Section 134(a)(3)	One-Stop Support	\$649,839 (non-add)
	Miscellaneous	\$690,486 (non-add)
	Total Statewide Allowable Activities	\$1,340,325 (non-add)
Total of All Federal Spending Listed Above	\$12,168,233	

Table O - Local Performance

Local Area Name: Greater Rhode Island	Total Participants Served	Adults	533
		Dislocated Workers	1,281
		Older Youth (19-21)	87
		Younger Youth (14-18)	233
ETA Assigned #: 44020	Total Exiters	Adults	290
		Dislocated Workers	256
		Older Youth (19-21)	57
		Younger Youth (14-18)	157

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82.0%	79.9%
	Employers	79.0%	70.8%
Entered Employment Rates	Adults	83.0%	74.8%
	Dislocated Workers	88.0%	79.7%
	Older Youth	74.1%	82.1%
Retention Rates	Adults	85.0%	83.3%
	Dislocated Workers	92.0%	88.2%
	Older Youth	81.0%	75.0%
	Younger Youth	66.5%	56.3%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$11,194	\$13,421
	Dislocated Workers	\$14,063	\$15,203
	Older Youth	\$3,300	\$4,106
Credential/Diploma Rates	Adults	70.0%	60.5%
	Dislocated Workers	73.0%	74.3%
	Older Youth	57.0%	59.4%
	Younger Youth	72.0%	71.8%
Skill Attainment Rate	Younger Youth	94.0%	99.1%
Placement in Employment or Education	Youth (14-21)	N/A	40.0%
Attainment of Degree or Certificate	Youth (14-21)	N/A	37.3%
Literacy or Numeracy Gains	Youth (14-21)	N/A	62.8%

Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	9	8

PERFORMANCE CHARTS CONT.

Table O - Local Performance

Local Area Name: Providence/Cranston	Total Participants Served	Adults	682
		Dislocated Workers	470
		Older Youth (19-21)	39
		Younger Youth (14-18)	209
ETA Assigned #: 44005	Total Exiters	Adults	518
		Dislocated Workers	201
		Older Youth (19-21)	9
		Younger Youth (14-18)	43

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	82.0%	75.0%
	Employers	79.0%	72.4%
Entered Employment Rates	Adults	83.0%	79.1%
	Dislocated Workers	88.0%	87.9%
	Older Youth	74.1%	66.7%
Retention Rates	Adults	85.0%	88.2%
	Dislocated Workers	92.0%	85.9%
	Older Youth	81.0%	100.0%
	Younger Youth	66.5%	72.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$11,194	\$10,306
	Dislocated Workers	\$14,063	\$13,343
	Older Youth	\$3,300	\$7,180
Credential/Diploma Rates	Adults	70.0%	79.5%
	Dislocated Workers	73.0%	81.8%
	Older Youth	57.0%	57.1%
	Younger Youth	72.0%	81.8%
Skill Attainment Rate	Younger Youth	94.0%	76.8%
Placement in Employment or Education	Youth (14-21)	N/A	60.7%
Attainment of Degree or Certificate	Youth (14-21)	N/A	50.0%
Literacy or Numeracy Gains	Youth (14-21)	N/A	52.4%

Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	9	8



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