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National Association of State Workforce Agencies

NASWA

Results of a Survey of State Workforce Administrators on Early Implementation of the Workforce Provisions of the Recovery Act

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Center for Employment Security Education and Research (CESER)
National Association of State Workforce Agencies
444 N. Capitol Street, NW, Washington, D.C. 20001

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Contact: Yvette Chocolaad
Director, Center for Employment Security Education and Research
National Association of State Workforce Agencies
444 N. Capitol St, NW
Washington, DC 20001
202-347-8520

Background

On February 17, 2009, President Obama signed into law the American Recovery and Reinvestment Act of 2009 ("The Recovery Act" or "The Act"). In November 2009, the National Association of State Workforce Agencies (NASWA), through its research arm, the Center for Employment Security Education and Research (CESER), sent two extensive on-line surveys to state workforce and unemployment insurance (UI) program administrators to gauge states' progress implementing the UI and workforce provisions of The Act. The two NASWA-funded surveys focus on The Act's early implementation period.

Forty states responded to NASWA's survey on The Act's workforce provisions; the results are presented in this document (see "UI Provisions of the Recovery Act Survey: Summary of State Responses" for the results of the UI survey). The survey results provide an impressionistic view of states' achievements and challenges implementing the President's vision for the Act, which is outlined most specifically in U.S. Department of Labor (U.S. DOL) Training and Employment Guidance Letter 14-08 (TEGL 14-08).

NASWA will conduct two follow-on surveys in late 2010 to measure the impact of The Act beyond the early implementation period. Additionally, to garner an even clearer view of state implementation activity, NASWA, through a U.S. DOL-funded grant, currently is conducting the first of two rounds of site visits to twenty states. The findings from the two rounds of surveys and site-visits will be analyzed as part of the grant, and reports released later this and again next year.

Sections 1 and 2 below summarize the major achievements and challenges presented by The Act's workforce provisions thus far, as reported by the states. The remaining sections summarize the impact of The Act in specific workforce program areas. Note that in answering questions designed to measure the impact of The Recovery Act, states' responses generally are based on year-over-year results for the second or third calendar quarters of 2008 and 2009.

States' Major Achievements Implementing the Workforce Provisions of The Recovery Act

States provided open-ended responses to two questions concerning their achievements implementing The Recovery Act's workforce provisions. Tables 1 and 2 in the Appendix

provide the entire set of state responses to the questions. Here are summary findings, by question:

In your state, what were the three or four MAJOR general achievements implementing the Recovery Act's workforce provisions thus far?

Thirty-five states responded to this question. The achievements states mentioned are --

- Summer youth program (57 percent of states)
- Training programs or opportunities (54 percent)
- RES program or improved UI/Workforce partnership (46 percent)
- Other new programs or service enhancements (26 percent)
- Serving more customers (20 percent)
- Hiring more staff (14 percent)
- One-Stop enhancements (14 percent)
- Technology upgrades (11 percent)
- Other partnerships/collaborations (non-RES) (11 percent)
- Job creation/placement (11 percent)
- Other (11 percent)

In your state, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?

Thirty-three states responded to this question, which sought to discern the workforce system improvements that will endure as Recovery Act funding recedes. States mentioned the following improvements --

- Technology upgrades (49 percent of states)
- Other partnerships/collaborations (non-RES) (33 percent)
- RES program or improved UI/Workforce partnership (27 percent)
- Other new programs or service enhancements (24 percent)
- Enhanced use or availability of labor market information (24 percent)
- Training programs or opportunities (21 percent)
- Staff training (9 percent)
- Summer youth program (6 percent)
- Other (15 percent)

Note that while half or more of states mention *Summer youth program*, *Training programs or opportunities*, and *RES program or improved UI/Workforce partnership* as major, general achievements of The Recovery Act, these achievements are less likely than other reported achievements to be considered sustainable as Recovery Act funding recedes.[1] *Technology upgrades* and *Other partnerships/collaborations (non-RES)*, which were not as often listed as a top-three or –four major, general achievement, rank high among states as sustainable achievements, because they are less sensitive to funding flows (at least in the near-term). The table below provides a side-by-side comparison of the data for these categories.

States' Major Achievements Implementing Workforce Provisions of the Recovery Act.
(Percent of States reporting)

	General Achievements	Sustainable Achievements
Training Programs	**54%**	21%
RES or UI/Workforce Partnership	**46%**	27%
Summer Youth Program	**57%**	6%
Technology Upgrades	11%	**49%**
Other Partnerships / Collaborations	11%	**33%**

[1] The *RES program or improved UI/Workforce partnership* category is somewhat less sensitive than the other two categories, because this category includes "improved UI-Workforce partnership" as well as "Reemployment Services." Improved partnerships are not as dependent on funding or staffing levels for near-term sustainability as are direct services to customers.

States' Major Challenges Implementing the Workforce Provisions of The Recovery Act

States provided open-ended responses to a question concerning the challenges they faced implementing The Recovery Act's workforce provisions. Table 3 in the Appendix provides the entire set of state responses to this question. Here are the summary findings.

For your state, what have been the three or four MAJOR challenges you've faced implementing the Recovery Act's vision thus far?

Thirty-five states responded to this question. States mentioned the following challenges --

- Reporting requirements (40 percent of states)
- Staffing (40 percent of states)
- Implementation timeframe (37 percent of states)
- Unemployment situation/economy (20 percent of states)
- Funding (17 percent of states)
- Technology (17 percent of states)
- Physical capacity (11 percent of states)
- Federal guidance (11 percent of states)
- Procurement requirements (9 percent of states)
- Community college/training capacity (6 percent of states)
- Other challenges (20 percent of states)

Assessment and Career Counseling Services

The NASWA/CESER survey found the percent of **WIA and W-P Act** customers receiving assessment and career counseling services has increased in the majority of states:

- 75 percent of states: WIA-Adult
- 77 percent of states: WIA-Dislocated Worker
- 75 percent of states: W-P Act

In addition, the majority of states have made moderate or substantial enhancements to assessment and career counseling services provided to **WIA and W-P Act** customers.

- 73 percent of states have enhanced their triage processes and tools;
- 73 percent have enhanced their skills assessment processes and tools;
- 73 percent have enhanced staff training in the areas of triage, customer assessment, and skills transferability analysis;
- 70 percent have enhanced the availability and use of labor market information; and
- 48 percent of states have enhanced their skills transferability analysis tools.

Examples of states' assessment and career counseling enhancements:

"Wisconsin implemented Keytrain and Workkeys as a part of a major expansion of RES under ARRA. We are currently looking at ways to make Workkeys available to TAA, WIA and other programs. This should increase the number served."

"The state of Oregon has implemented a common skill assessment [tool] that has impacted 2nd and 3rd quarter data."

"Added new management reports [local] boards can use to identify and serve most in need. Texas has always had very robust LMI tools available."

"Workforce West Virginia implemented Workkeys assessment and Keytrain remediation in all one-stop career centers."

"A triage process was developed and technical assistance provided WIBS having difficulties. A new occupational transferability analyzer was developed by LMI for our one-stops with WIA funds."

Training

Under the Recovery Act, every state reports encouraging or requiring local areas to increase investments in **WIA**-funded training (through incentive programs, policies or other state efforts).

- 67 percent of states report significant state efforts to encourage training.

- 33 percent report moderate state efforts to encourage training.

Examples of states' efforts to encourage training:

"Governor Strickland has strongly encouraged training and upgrading of skills for Ohio's citizens. Each WIA area in Ohio completed a Business Plan to provide services to ARRA customers and to spend the funds. In their plans, the areas planned to spend approximately 50 percent of their ARRA funds on training. To date, the areas are exceeding those percentages with over 64 percent of Dislocated Worker ARRA funds…and 53% of Adult ARRA funds spent on training."

"Utah is a single service delivery state. The state established a stimulus occupations list. Customers interested in one of these occupations were enrolled in the appropriate stimulus WIA program and funded through ARRA funds. Customers interested in occupations not covered on this list were supported through our regular WIA funding. Utah has substantially increased the number of customers receiving training. In November 2008, there were 865 WIA adults in training compared to November 2009, when we had 2,037. In November 2008 there were 529 WIA dislocated workers in training compared to 2,223 in November 2009."

The NASWA/CESER survey found over half the states (54 percent) have set-aside, or required local workforce investment boards to set aside, a certain percent of **WIA** Recovery Act funds for training.

Examples of WIA Recovery Act funds set-asides for training:

"Established a state policy for a 70 percent expenditure rate on training to be defined as tuition, books, fees and support services. No staff time is allowed [to be included]. Policy is for WIA Adult and DW."

"Training and other direct participant costs must be at least 50% of the local funds for adult and dislocated worker programs."

"85 percent is mandated for direct training; 5 percent for supportive services; and 10 percent for administration."

"75 percent or more. This is higher than for regular [WIA] funds."

"The Governor directed the state Jobs Council and LWIB's to spend a minimum of 80 percent directly on participant costs for training and support. This is significantly higher [than for regular WIA funds]."

Seventy-two percent (72%) of states report a substantial increase (greater than 10 percent) in the number of customers enrolled in training through the **WIA-Adult** program.

State examples of increases in the number of customers in WIA-Adult training:

"There is a 68 percent increase for adults."

"In the current program year, 1,627 adult WIA participants are in training versus 677 during the last program year."

"[WIA] Adult program: CY 2008 = 2,118; CY 2009 = 7,847"

"Adult program 55 percent increase, third quarter 2008 to third quarter 2009."

Seventy-seven (77) percent report a substantial increase (greater than 10 percent) in the number of customers enrolled in training through the **WIA-Dislocated Worker** program.

State examples of increases in the number of dislocated workers in WIA training:

"Dislocated Worker program 531 percent increase third quarter 2008 to third quarter 2009."

"There is a 64 percent increase for dislocated workers."

Dislocated Worker: calendar year 2008= 263; calendar year 2009 = 658."

"5,625 dislocated worker WIA participants are in training this program year versus 803 in the prior year."

Eighty percent (80%) of states expect the number of **WIA-Adult and WIA-Dislocated Worker** customers enrolled in training to reach a peak before the end of the second quarter of calendar year 2010.

States are providing **WIA-Adult** training funded through the Recovery Act in the following methods:

- individual training accounts (95 percent of states);
- contracts with community or technical colleges (69 percent);
- on-the-job training (67 percent);
- registered apprenticeship (49 percent);
- contracts with community-based organizations (31 percent);
- customized training (31 percent); and
- contracts with 4-year institutions (15 percent).

States are providing **WIA-Dislocated Worker** training funded through the Recovery Act in the following methods:

- individual training accounts (95 percent);
- on-the-job training (63 percent);
- contracts with community or technical colleges (63 percent);
- registered apprenticeship (43 percent);
- contracts with community-based organizations (31 percent);
- customized training (29 percent);
- and contracts with 4-year institutions (11 percent).

Seventy-nine percent (79%) of states report significant challenges expanding the number or percent of customers receiving training opportunities under the **WIA** provisions of the Recovery Act. Many of these funding, staffing and capacity challenges are the result of the high demand for services. For the NASWA/CESER survey, thirty-five states provided open-ended comments concerning these challenges. Table 4 in the Appendix provides the entire set of comments, but here are summary findings, followed by some states' responses.

The challenges mentioned by states include:

- Funding (34 percent of states)
- Staffing issues (23 percent of states)
- Capacity of programs/colleges (20 percent of states)
- Job placement difficulties (14 percent of states)
- Worker skills/motivation (14 percent of states)
- Implementation issues (6 percent of states)
- Reporting requirements (6 percent of states)
- Other challenges (20 percent of states)

> "The challenge will be once the participant has completed training, having available jobs for them to go into."
>
> "Changes in requirements and reporting by DOL and OMB (both state and federal) ha[ve] confused processes and guidance sometimes conflicted."
>
> "There are capacity issues at the community and technical colleges, but by buying group classes, we have been able to expand capacity. Through January 31, 1010, 74 group classes servicing 1,011 students have been created with ARRA funds."
>
> "The need for training is so great that all funds were obligated by November 2009, requiring the state to stop taking applications for additional customers"

Priority Use of Funds for Low-Income Individuals

The vast majority of states report that recipients of public assistance and other low-income individuals receive priority of service for **WIA-Adult** services, including training.

Supportive Services and Needs-Related Payments

The NASWA/CESER survey found that before the Recovery Act, the following **WIA**-funded supportive services were available in states:

- Transportation (92 percent of states)
- Child care (82 percent)
- Dependent care (66 percent)
- Housing (51 percent)
- Other services necessary for participation (85 percent).

Many states report moderate (up to 10 percent) or substantial (10 percent or more) increases in **WIA**-related spending on supportive services since the Recovery Act:

- transportation (81 percent of states)
- child care (58 percent)
- housing (39 percent)
- dependent care (36 percent)
- other services necessary for participation (78 percent)

> Several states commented they cannot provide data on spending on supportive services or needs-related payments because the state financial management system does not report an amount for these categories. States would have to collect the data from local areas.

Compared to supportive services, fewer states funded needs-related payments before the Recovery Act (approximately 45 percent). Since the Recovery Act, many states increased spending under the **WIA-Adult and WIA-Dislocated Worker** programs for needs-related payments:

- 45 percent of states report increasing funding moderately or substantially under the **WIA-Adult** program;
- and 47 percent report increasing funding moderately or substantially for the **WIA-Dislocated Worker** program.

Employment Services

Regarding the use of **ES** Recovery Act funds, the following services were listed as a top-five priority for the percentage of states shown:

- RES to UI claimants (83 percent of states);

- Job finding and placement services (73 percent);
- Job search workshops (67 percent);
- Assessment and career counseling services (67 percent);
- Availability and use of LMI (55 percent);
- Employer services (40 percent);
- Integration of ES and UI information technology to better serve UI claimants (40 percent);
- Computerized career information systems (40 percent);
- Work test oversight through REAs (13 percent).

Over 70 percent of states report shifting emphasis with the Recovery Act **ES** funds, and 79 percent of these states report the shift in emphasis will likely be permanent.

However, numerous states commented the shift to fund RES and other enhanced services will not be sustained if ES funding falls off:

"When ARRA funds disappear, resources will be insufficient to sustain the effort."

"Our greatest emphasis has been RES to UI claimants. We hope to continue and need continued funding."

"This shifted emphasis will be permanent provided that funding for enhanced services is provided on an ongoing basis."

"Staffing levels for RES will be temporary. The change in the business model will continue."

"[We have] revamped and redesigned the RES program to include an effective customer flow process that integrates all the services at the One-Stop Career Centers. It is the intent to continue this effort but of course, that decision is dependent upon funding."

The majority of states (77 percent) report that before the Recovery Act all **ES** was provided through the one-stop system (no stand-alone ES offices). This percent has not changed since the Recovery Act.

Reemployment Services to UI Claimants

Seventy percent (70%) of states listed as their number one priority use for Recovery Act RES funds the expansion of services to UI claimants identified through the UI profiling system.

States displayed varying emphases in their use of **RES** funds. These services were listed as a top-five priority for the percentage of states shown:

- Expand services to UI claimants identified through the UI profiling system (74 percent of states)
- Increase the number and/or variety of job search assistance workshops (72 percent);
- Provide assessment and career counseling services (56 percent);
- Make referrals to training (54 percent);
- Make referrals to job openings (44 percent);
- Integrate ES and UI information technology to better serve UI claimants (41 percent);
- Expand the number of claimants receiving on-site help with the filing of UI claims (41 percent);
- Increase the availability and use of labor market information (28 percent);
- Develop or improve profiling models (23 percent);
- Provide enhanced work test oversight through REAs (20 percent);
- Develop or enhance computerized career information system (13 percent); and
- Make referrals to employers and registered apprenticeship sponsors (10 percent).

By integrating **WIA**, **RES** and **W-P** Act grant funding, states can provide a full array of services to UI claimants. Many states report substantial increases (25 percent or more) in the numbers of UI claimants engaged in the following service strategies:

- One-on-one career guidance and counseling (45 percent);
- Referral to training, including WIA-funded training (44 percent of states);
- Development of individual reemployment plans (39 percent);
- Job search workshops (33 percent);
- Job finding and placement services (28 percent);
- Soft-skills pre-training services (24 percent);
- Staff training on technology tools (profiling, autocoder, LMI, e.g.) to target RES to UI claimants (18 percent);

- Tools to identify claimants' transferable skills and occupations in which these skills can be used (e.g., O*NET, LMI, skills assessment and testing) (15 percent).

The State of Minnesota provided more specific data and reports that total participants served RES increased 171% between the third quarters of 2008 and 2009. Over this same period, the number of customers receiving staff-assisted services increased 190%, the number receiving career guidance increased 391%, the number receiving job search workshops and assistance increased 668%, and referrals to employment increased 106%.

States have used ARRA **RES** funds to make technology upgrades to help better serve UI claimants:

- Integrating and improving communication and/or data transfer of UI claimant data between the UI office and One-Stop or Wagner-Peyser MIS (60 percent of states);
- Integrating labor market information (LMI) into strategic decision-making (49 percent);
- Implementing new LMI tools or innovations that better enable job-seekers, employers, professionals, others to plan strategically (44 percent);
- Upgrading infrastructure (administrative system, case management and internet access) to improve efficiency (41 percent);
- Updating or modifying the state's profiling model (33 percent);
- Implementing or upgrading O*NET Autocoder or similar software to translate job descriptions into SOC codes (18 percent);
- Implementing or upgrading TORQ (or a similar skills transferability analysis tool) which identifies closely-related occupations and skill deficiencies (18 percent);
- Upgrading electronic claims (18 percent).

Ninety percent (90%) of states report using a statistical profiling model to help identify services for targeted groups of UI claimants. 80 percent of states report that a statistical model is the primary mechanism for targeting **RES**. Some 33 percent of states report the state's model has been or will be modified under the Recovery Act (for example, to expand the basis for referring UI claimants for services).

Here is what a few states had to say about using Recovery Act funds to modify the state profiling model:

"Grant was used to improve the applicant identification by upgrading the variables." – West Virginia

"Updated the model coefficients based on more current employment data available." – Washington

"An unemployment profiler model is being developed by LMI. The modification provides us the ability to pull out and provide reemployment services to UC claimant subgroups based on requirements set forth in [federal guidance]." – Florida

"Profile parameters have been expanded to increase the number of claimants in the pool." – Idaho

"New model will make services available to all UI claimants." -- Alaska

Almost 80 percent of states report that before the Recovery Act, all **RES** was provided through the one-stop system (no stand-alone ES offices). The same percentage holds since the Recovery Act.

A large percentage of states report the Recovery Act has enabled them to strengthen the partnership between UI and One-Stop services so UI claimants are linked to a one-stop to develop and pursue a reemployment plan. About 36 percent of states report the partnership has improved some, and 36 percent report great improvement.

States provided examples of changes made to support the UI/One Stop link:

"ARRA money is being used to develop an automatic link to our job bank with UI and send emails to UI claimants to register with our job bank. Also sends messages about all one-stop services." – Minnesota

"Integrated components of UI and One Stop system to identify UI claimants and provide information back to UI on participation and work search activities." – Florida

"All UI claimants without job attachment are [now] required to register with ES within 5 days." – Vermont

"The UI claims system/virtual one stop system interface is currently being developed. This will greatly improve the links between UI and One Stop services." – New Mexico

"We improved the information technology interfaces between UI and ES to increase efficiency and improve communication." – Wisconsin

Almost two-thirds (62 percent) of states report all UI claimants are simultaneously referred to their One-Stop Career Center, regardless of their eligibility for UI. Nearly 70 percent of states report the UI application process provides a direct link to a One-Stop Career Center for reemployment assistance.

Often, the link to reemployment assistance is a remote link, but many states require or encourage claimants to visit the One-Stop in person.

"Applicants are *invited* to visit the one-stops; they are *required* to register and post a resume on the job-matching system."

"All one stop centers are provided information on new UI claimants weekly. One-Stop Centers then schedule in-person appointments for initial assessments."

"Information is mailed to customers about our one-stop services. The direct link is being built and not operational yet."

"Remote link. Missouri has a UI claimant four-week in-person reporting requirement."

"UI claims application creates an initial registration in [the case management system]. All UI claimants are scheduled for Reemployment Orientation at their local One-Stop by the UI call center staff."

The Recovery Act included a provision releasing $500 million in UI administrative funds to the states, which a state *may* use for RES. Eight states report they will use some of the new UI administrative funds for RES.

System-wide Issues

In the survey many states report running out of Recovery Act funds for their workforce programs. About half the states report having obligated all, or almost all, WIA-Adult program funds, and about 40 percent report having obligated all, or almost all, WIA-Dislocated Worker program funds. In additional states, some local areas have run out of funding.

Most states have not substantially or fully implemented the major components of a **"green jobs**" strategy, but the majority report making progress:

- 43 percent have substantially or fully defined "green jobs" using LMI (another 55 percent have made some progress);
- 31 percent have substantially or fully used LMI to recognize current and emerging job opportunities in the state (another 66 percent have made some progress);
- 30 percent have substantially or fully used LMI to recognize current and emerging job opportunities based on local or regional economies (another 68 percent have made some progress);
- 24 percent have substantially or fully recognized and catalogued emerging green job opportunities related to other Recovery Act funding (another 66 percent have made some progress);
- 30 percent have substantially or fully identified effective career pathways in green industries (another 62 percent have made some progress);
- 24 percent have substantially or fully matched existing training programs to green jobs training (another 66 percent have made some progress);
- 24 percent have substantially or fully expanded existing training programs that have potential to prepare workers for green jobs (another 62 percent have made some progress); and
- 22 percent have substantially or fully placed job seekers in training for green job opportunities (another 70 percent have made some progress).

To facilitate rapid expansion of states' workforce delivery systems, Governors were encouraged to exempt WIA and W-P Act program from statewide hiring freezes or other personnel actions.

- Almost 30 percent of states report that hiring freezes were in effect for workforce programs before the Recovery Act, but that workforce programs were exempted after the Recovery Act.
- About a quarter of states report having hiring freezes in effect for workforce programs both before and after the Recovery Act.

- About a quarter of states report having furloughs in effect for workforce programs both before and after the Recovery Act.
- About 17 percent of states report layoffs before and after the Recovery Act.

The Recovery Act encouraged States to increase LMI availability and use, especially for strategic planning by jobseekers, planners, boards, etc. With Recovery Act funding, a large majority of states report increasing LMI availability or implementing new LMI tools or innovations for the following end-users:

- Job seekers (75 percent of states)
- Career counselors (68 percent of states)
- State workforce program planners (66 percent of states)
- State workforce policy analysts (63 percent of states)
- Labor market analysts (63 percent of states)
- WIBs (63 percent of states)
- Job developers (60 percent of states)
- Education and training providers (58 percent of states)
- Local workforce program planners (57 percent of states)
- Economic developers (54 percent of states)
- Education and training policy makers (51 percent of states)
- Education and training program planners (51 percent of states)
- Employers (48 percent of states)

Table 1

	For your State, what have been the three or four MAJOR, general achievements of the workforce provisions of the Recovery Act thus far?	Serving More Customers	Job Creation/ Placement	Training Programs or Opportunities	One-Stop Enhancements	RES or Improved UI/Workforce Partnership	Summer Youth Program	Other New Programs/Service Enhancements	Hiring More Staff	Other Partnerships/ Collaborations (non-RES)	Technology Upgrades	Other
1	Increase in the number of people we were able to serve	x										
2	1) Serving more claimants. 2) More training provided. 3) Increase in skills enhancement and employment.	x	x	x								
3	Longer term training for customers due to UI extensions, technology enhancements for leaner processes at the state and local level, ability to provide higher quality services to UI claimants as result of RES money.			x		x					x	
4	The Summer Youth program under WIA has been a major accomplishment for our local areas. The Reemployment Services unit under the Wagner-Peyser program has been the major accomplishment. Both of these programs have shown great success, been recognized in local and national media and been brought up in record time.					x	x					
5	a) Successful implementation of the Summer Youth Employment Program b) Successful partnerships with UI and implementation of state and federal initiatives to serve the claimant population. c) Expansion of training services through our integrated one-stop system.			x		x	x					
6	The state successfully and timely implemented the summer youth component of the WIA program.						x					
7	WIA Summer Youth Program 80% threshold						x					
8	ARRA Summer Youth Program; increasing WIA Adult and Dislocated Worker participant registrations; expediting services to WIA participants; in the process of establishing several renewable energy related training programs; increased focus on reemployment services for UI claimants; and funds were awarded to the Department of Transportation for a “Think Apprenticeship” awareness campaign. This campaign seeks to bring more [of our state's] youth to the Heavy Highway and Construction industries and encourages employers to hire registered apprentices. The transferable skills from the construction industry will help prepare [our citizens] to build the Alaska Gasline.	x		x		x	x	x				
9	1) Successful implementation of the summer youth program. 2) Successful implementation of REA. 3) Implementation of the National Career Readiness Certificate program.					x	x	x				
10	Improved RES, more staff to handle workload					x			x			
11	Summer youth employment, RES, increased funding for WIA and Wagner-Peyser					x	x					x
12	Increased number of customers receiving training services.			x								

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13	1. The state has significantly increased the investment in training and the numbers served. 2. Improved partnership with the state's Technical Institutes which has resulted in increased investment and enrollments. 3. The ARRA summer youth work experience program provided significant funds to eligible youth with none of the ARRA youth funds expended on administration.	x		x			x			x		
14	1. Summer Youth Implementation 2. Business Services Training/Transformation 3. Expanded employment, training and LMI services 4. Relationship expansion including library distribution of ICIS			x			x	x		x		
15	Summer Youth Program. Increased Focus on Training. Increased emphasis on serving UI Customers.			x		x	x					
16	•Successful implementation of Summer Youth Employment Program. [Our state] served over 6,000 summer youth with 5% obtaining full-time employment through the program. •Increased reemployment efforts – additional staff funded through Recovery Act funding has provided the ability to assist more individuals. This has been done through individual reemployment efforts, community reemployment initiatives and job fairs. •Increased employment services efforts – Increased outreach to employers and community leaders on services available through One-Stop Career Centers. •Additional funding for intensive, case management and training services. Unique training opportunities through customized training.			x	x	x	x					
17	New partners identified; Successful summer youth employment program; Increased involvement with local offices.						x			x		
18	[Our state] placed over 18,000 youth into work experience from May to September, almost doubled the number of Adults and Dislocated Workers in training, changed the management information systems (SCOTI & OJI) to support the Trade programs, and hundreds of customer service representatives were added to respond to the highest ever onslaught of UI claimants.			x			x		x		x	
19	Increased number of participants receiving training.			x								
20	(1) Conducting outreach to employers and providing services to employers. (2) Being able to provide staff-assisted employment services to UI claimants and job seekers instead of relying on self-service in resource rooms.				x	x		x				
21	1) Gearing up the summer program for youth. 2) Project to refurbish buildings in state parks through Forests & Parks 3) Expending nearly all of youth allocation.						x					x

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22	In December of 2009, [our] Governor announced the implementation of Back to Work. This project will employ more than 10,000 qualifying job seekers whose income does not exceed 200% of poverty and have a dependent child in the home. Jobs are available through Sept of 2010 in the private, public and not for profit sectors. Employers will be reimbursed up to 95% of actual costs. Summer Youth in [our state] were served with 43 million in WIA funding. Most of these dollars were spent during the summer months of 2009. From May to September, 14,479 young people age 14 to 24 were enrolled. Many older youth were employed beyond September.		x				x					
23	Increased staff capacity to meet customer demand for service. RES implementation. Revitalize ES. Create Former Offender Program.				x	x		x	x			
24	Increased training and services. Infrastructure/system improvements. Summer Youth program served 1,709 summer youth participants. Provided enhanced services to both employers and job seekers.			x			x	x			x	
25	RES - Job Training and Education Workshops have increased. Successfully employed 53 people with 20 additional hires expected.					x			x			
26	[Our Department] targeted approximately 6500 youth for summer employment focusing primarily on out-of-school youth and disconnected youth such as those coming out of the criminal justice system or aging out of foster care programs.						x					
27	Streamlined services, increased training, expanded LMI, RES advancements.			x		x		x				x
28	JOB CREATION , JOB RETENTION AND TRAINING		x	x								
29	We have been able to substantially increase numbers in training; have been able to increase capacity and effectiveness of one stop system to provide more individualized customer service through additional hiring (particularly of career counselors); increased communication, training and policy implementation.			x	x				x			x
30	1) Implementation of Year 1 of the Young Hoosiers Conservation Corps, the WIA Summer Youth Employment program that placed youth in [our states'] state parks under the guidance of Department of Natural Resources staff. 2) The implementation of the Workforce Acceleration Grants program.						x	x				

Table 1

	For your State, what have been the three or four MAJOR, general achievements of the workforce provisions of the Recovery Act thus far?	Serving More Customers	Job Creation/ Placement	Training Programs or Opportunities	One-Stop Enhancements	RES or Improved UI/Workforce Partnership	Summer Youth Program	Other New Programs/Service Enhancements	Hiring More Staff	Other Partnerships/ Collaborations (non-RES)	Technology Upgrades	Other
31	• We are serving more than double the number of UI claimants as in 2007 at our One-Stop Centers and our services are making a difference. A November 2009 study found UI claimants who use [our] WorkSource job services are getting back to work faster and earning more money than those who don't. There were two key findings: -- UI claimants who used WorkSource job-search services were as much as 37 percent more likely to find work within the 6-month review period than those who didn't visit WorkSource. -- The WorkSource customers were on pace to earn $2,500 to $3,000 a year more than UI claimants who did not capitalize on the job services. • Since the Recovery Act began, we have sent more than double the number of WIA Adults and nearly triple the number of WIA Dislocated Workers to training in in-demand occupations than in 2007. • Recovery Act funds have been used to create new training capacity in high-demand fields in the community college system. The added flexibility that allows the funds to be used to purchase new classes has made this possible. Through January 2010, 74 new classes serving 1,101 students had started, and more are planned to start in the spring and summer. • The Recovery Act has allowed us to expand our business services team and reach out to more potential employers, increasing job opportunities for our customers now and in the future.	x		x		x		x				
32	1. Young Adult Internship Program, along with an Earth Conservation Corps component. 2. Youth Request for Proposal for year-round In/Out School Youth Program. 3. Adult Career Technical Education (CTE) Program. 4. Green Jobs Partnership with Goodwill Industries and the Green Builders' Council.		x	x			x			x		
33	General achievements of the workforce provisions for ARRA-funded activities have been: 1. increased number of WIA customers enrolled in training; 2. more training services being provided; and 3. more WIA customers seeking One-Stop services.	x		x								
34	Opening of additional points of service. Expansion/enhancement of One-Stop resource rooms. Enhancement of One-Stop operating system. Planned acquisition of skills assessment/transferability software. Enhanced collaboration with UI.				x	x					x	

Table 1

	For your State, what have been the three or four MAJOR, general achievements of the workforce provisions of the Recovery Act thus far?	Serving More Customers	Job Creation/ Placement	Training Programs or Opportunities	One-Stop Enhancements	RES or Improved UI/Workforce Partnership	Summer Youth Program	Other New Programs/Service Enhancements	Hiring More Staff	Other Partnerships/ Collaborations (non-RES)	Technology Upgrades	Other
35	Within the context of workforce funding: Hundreds of thousands of individuals received UI benefits and extensions. Tens of thousands are accessing more intensive services through the OSCCs through Reemployment money. Thousands are accessing additional education and training resources. Over 10,000 kids got summer jobs in 2009 (leveraging state and federal resources).	x		x		x	x					
		7	4	19	5	16	20	9	5	4	4	4
		20.0%	11.4%	54.3%	14.3%	45.7%	57.1%	25.7%	14.3%	11.4%	11.4%	11.4%

Table 2

	In your State, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?	Technology Upgrades	RES or Improved UI/Workforce Partnership	Training Programs or Opportunities	Other New Programs/Service Enhancements	Improved Partnership with Education System	Increased Collaboration across Workforce Programs	Summer Youth Program	Staff Training	LMI	Other
1	1) New RES model. 2) Connecting ES/UI customer data.	x	x								
2	1) Technology enhancements. 2) Closer alignment with Adult Basic Education. 3) Closer alignment with UI. 4) Better trained staff.	x	x			x			x		
3	Some of the other grant opportunities provided for under RA will allow the state to enhance LMI data, provide in-depth energy/green job sector information and innovation and the RA funding will assist workers long term through training.			x						x	
4	Increased LMI through TORQ derived products and long term tracking of specific layoff populations for improved service delivery.	x								x	
5	a) Developed the [state's] data mining report that serves as the driver for sector-based planning and implementation grants and initiatives. b) Developed and implemented the [State] Enhanced Approved Training program, which expands UI benefits for new claimants in approved training courses. c) Launched "Hire Colorado " targeting UI claimants and other low income groups. TANF reserve funds are leveraged with Recovery Act funds to expand services to these targeted groups.			x	x					x	
6	Green jobs definition and industries list.									x	
7	Ask again later - too soon to tell										
8	Increased number of service delivery staff; increased ITA and Support Services funding limits per Individual Employment Plan; increased outreach and coordination with Wagner-Peyser Formula/ARRA/RES; standardized orientation of training services available; more group orientations and workshops instead of providing them in a one-on-one setting; development of a new online system to deliver reemployment services to UI claimants; further development of our reporting systems will establish new workflows, improve ad-hoc reporting features to meet changes in Federal reporting requirements, and streamline budgetary processes while eliminating the redundancy of record keeping.	x	x	x	x		x				x
9	1) New REA business model for employment service. 2) ES/UI technology enhancements. 3) National Career Readiness Certificate implemented statewide.	x	x		x						
10	Too early to assess sustainability.										

Table 2

	In your State, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?	Technology Upgrades	RES or Improved UI/Workforce Partnership	Training Programs or Opportunities	Other New Programs/Service Enhancements	Improved Partnership with Education System	Increased Collaboration across Workforce Programs	Summer Youth Program	Staff Training	LMI	Other
11	New core assessment tool developed, stimulus occupations list (agreed upon by higher ed, Workforce, employers and community based organizations)	x					x			x	
12	1. Implementation of the National Career Readiness Certificate as a tool for job seekers and employers. 2. The improved partnership with the states Technical Institutes has resulted in long term sustainable improvements. Expanding capacity to meet the demands of businesses and workers through innovation delivery and partnering with Labor, the communities, and institute.				x	x					x
13	While not all directly funded by RA, the additional funding allowed: 1.A renewal of relationships with state and federal natural resource agencies that is creating a foundation for increased youth opportunities and earned recognition of overall contributions of the system. 2.The business services initiative funded by RA ES is refocusing services to the benefit of workers and businesses alike. 3.Using a combination of resources, improvements are being made to basic systems providing on-line services to job seekers. 4.Expansion of navigator concept to other vulnerable, at-risk populations will expand collaboration and service capacity for those most in need.	x			x		x				x
14	Planning for future summer youth programs. Continued focus on training.			x				x			
15	•Currently working on new job matching system that will enhance long-term employment services available. •Increased collaboration of workforce agencies.	x					x				
16	Technology enhancements; Closer alignment with U	x	x								
17	The biggest sustainable improvements have been integration improvements to management information systems. Enhancements to customers' services are not sustainable without continued funding. For example, WIA Areas offered increased supportive services and summer youth programs that are not sustainable without additional funding.	x									
18	The move from generalists to specialists in our one-stop centers.								x		

Table 2

	In your State, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?	Technology Upgrades	RES or Improved UI/Workforce Partnership	Training Programs or Opportunities	Other New Programs/Service Enhancements	Improved Partnership with Education System	Increased Collaboration across Workforce Programs	Summer Youth Program	Staff Training	LMI	Other
19	Recovery Act funds for ES and RES must be obligated by 9-30-2010. Resources will be gone for continuation of many of [our state's] service access and expansion initiatives. Current (increased) levels of staff-assisted services will cease when Recovery Act funding is gone. If Congress and USDOL want these to continue, then additional funding is needed or current restrictions on end dates of availability for ES and RES Wagner Peyser funds will have to change. Realistically, the "game is over" on 9/30/2010 for Wagner-Peyser to support the "system" without some change in the use of Wagner-Peyser stimulus for staff services beyond 9/30/2010. In our opinion, staff offered services for the vast majority of "workforce system" customers will stop when the end date for Wagner-Peyser is reached										
20	It's too soon to tell.										
21	LMI conducted a statewide job vacancy survey to identify job openings for reemployment, and purchased Help Wanted Online and TORQ software systems. [Our state] has integrated the job vacancy/seeker system (Employ Florida Marketplace) with the Unemployment Compensation (FLUID) system to share job seeker data, systemically refer the UC claimant to Employ Florida, and made other upgrades to greatly enhance job seeker services and eliminate redundancies.	x	x							x	
22	- RES. - New equipment. - Bandwidth.	x	x								
23	Infrastructure building improvements to comply with Americans with Disabilities Act in 3 statewide buildings, including 2 workforce centers. System upgrades (1-800 toll free number, increased phone line capacity, interactive voice response system improvements, mainframe upgrades, PC replacements for field staff and UI / VOSS interface.	x									x
24	The development of the RES program, policy and procedure is a major , very useful, successful, and sustainable program at this time. However beyond the ARRA imitative and those hired to assist with the program the program cannot be sustained at this level of frequency.										

Table 2

	In your State, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?	Technology Upgrades	RES or Improved UI/Workforce Partnership	Training Programs or Opportunities	Other New Programs/Service Enhancements	Improved Partnership with Education System	Increased Collaboration across Workforce Programs	Summer Youth Program	Staff Training	LMI	Other
25	1. Bulk training incentives to the local areas and community colleges to invest in occupational training program creation. 2. Creation of layoff aversion strategies designed to help keep people employed, i.e. skill upgrade training. 3. Information Technology upgrades throughout the workforce development system to support more effective and efficient service delivery using new and emerging technologies	x		x	x						
26	Mobile units, LMI advancement				x					x	x
27	APPROVAL OF DISCRETIONARY PROPOSALS FOR GREEN LMI									x	
28	Recovery Act funds provided greater impetus for agencies at the state and local levels to increase collaboration and enter into joint projects.						x				
29	[Our state's] Department of Workforce Development and Department of Education are collaborating to make significant structural changes in the way adult remedial education is provided.					x					
30	• We've invested in a new assessment and skill development tool called Key Train, a website that offers work skills pre-tests and e-learning modules for work skills improvement. • The RES staff funded by the RA have enabled us to proactively engage new UI claimants in the One-Stop system that involves, in most offices, contacting 100 percent of new UI claimants to request they attend a One-Stop orientation session, which includes a one-on-one meeting with a career counselor and a host of job seeker services. • We have developed a model for increasing training capacity in the system by purchasing training contracts in high-demand fields at the community colleges. Some of the classes that we helped to develop with RA Act funds may continue to be offered in the future by the community colleges. • The Recovery Act has allowed us to expand our business services team and reach out to more potential employers, increasing job opportunities for our customers now and in the future.	x	x	x	x	x					
31	Improved integration of programs and collaboration of workforce partners.						x				

Table 2

	In your State, what MAJOR and SUSTAINABLE workforce system improvements were initiated as a result of the Recovery Act?	Technology Upgrades	RES or Improved UI/Workforce Partnership	Training Programs or Opportunities	Other New Programs/Service Enhancements	Improved Partnership with Education System	Increased Collaboration across Workforce Programs	Summer Youth Program	Staff Training	LMI	Other
32	Integration of W-P, WIA, TAA programs into a common data system. Capacity building of One-Stop staff to serve W-P and WIA functions. Implementation of skills assessment/transferability tool.	x					x		x		
33	Redesign of customer flow for UI claimants to include more intensive services for assessment and follow up. WIA exceptions allowed in ARRA (age range in WIA youth/ stand alone summer jobs/ group training contracts with WIA Adult/DW) allowing WIBs to work with groups of employers and create cohorts of training.		x	x				x			
		16	9	7	8	4	7	2	3	8	5
		48.5%	27.3%	21.2%	24.2%	12.1%	21.2%	6.1%	9.1%	24.2%	15.2%

Table 3

	For your State, what have been the three or four MAJOR challenges you've faced implementing the Recovery Act's vision thus far?	Funding	Staffing	Reporting Requirements	Technology	Procurement Requirements	Implementation Timeframe/Issues	College/Training Capacity	Guidance	Unemployment Situation /Economy	Facilities	Other
1	Money	x										
2	1) Limited funding. 2) Limited staffing. 3) Technology deficiencies	x	x		x							
3	1) Ability to show expenditures versus obligations due to billing systems of community colleges. 2) Technology changes for new reporting requirements. 3) Ability for colleges to ramp up curriculum and add training capacity.			x	x			x				x
4	Getting funding allocated and guidance distributed to local areas under the tight timeframes required under ARRA. The reporting requirements associated with the 1512 reports have been a substantial struggle. Acquiring and equipping the RES centers and hiring the staffing for the program in short timeframes.		x	x			x				x	
5	Rapid increase in staffing & training causes difficulty in maintaining levels of accuracy demanded by these programs.						x					
6	a) Multiple levels of oversight that are not aligned and divert staff resources. b) Multiple levels of reporting that are not aligned and divert staff resources. c) Additional procurement requirements that have been applied to Recovery Act funds.			x		x						x
7	Obligation requirement for WP and RES. 1512 reporting requirements and reporting multiple grants with only one grant number assigned.			x								x
8	Speed -- moving fast to get programs up and running (youth), and still had to go through state processes to actually receive funds. Lack of capacity at community colleges. Hiring freezes.		x				x	x				
9	State required an appropriation of funding by the state legislature and Governor to enact ARRA; The appropriation was signed on May 23 and the earliest that our grantees were able to use their grants was May 25th; Delay in bringing state grantees online due to change of forms for ARRA language which had to be vetted by State OMB; Changes in requirements and reporting by DOL and OMB (both state and federal) which has confused processes and sometimes caused conflicts; and ARRA grantees focused on and completed the summer youth program before beginning any work on the ARRA year round youth program.			x			x					
10	1) Short implementation timeline. 2) IT resource availability.				x		x					
11	Limited period for start-up and expenditure, unclear reporting instructions and other guidance, state RIFs and furloughs.		x				x		x			
12	Short turn around time. Summer Youth was most difficult.						x					

Table 3

	For your State, what have been the three or four MAJOR challenges you've faced implementing the Recovery Act's vision thus far?	Funding	Staffing	Reporting Requirements	Technology	Procurement Requirements	Implementation Timeframe/Issues	College/Training Capacity	Guidance	Unemployment Situation /Economy	Facilities	Other
13	1. Time frames for quick turnaround and to implement quality programs. 2. Required reporting elements have stretched the limited resources of a small staff.		x	x			x					
14	1.Continuing loss of jobs creating overwhelming demand for UI. 2.Relatively limited dollars for low-income adults continues to frustrate staff intervention. As UI goes higher, the most vulnerable populations cannot compete with highly skilled, well educated workers in the market.	x								x		
15	Fiscal reporting. Resigning programs for quick implementation prior to receipt of full guidance.			x			x		x			
16	•Availability of experienced resource staff to lead number of ARRA projects. •More stringent procurement requirements for Recovery Act. •Time consuming nature of increased reporting and scrutiny. Understandable but burdensome.		x	x		x						
17	Changes in reporting requirements with little time to make changes, delay from DOL on clarifications needed for ARRA reporting, 1512 reporting.			x					x			
18	Lack of timely DOL guidance, conflicting information on ARRA programs between the national and regional offices, late guidance on the Trade Reauthorization including unrealistic deadlines for implementing the changes, duplicative and intensive monitoring by the GOA, DOL, and OIG, and the biggest challenge is the lack of clarity and unattainable reporting deadlines for the 1512 reports.			x					x			x
19	Difficulty bringing on additional staff.		x									
20	Due to lack of room in One-Stop centers for additional staff, we have opened 10 RES Centers and 6 UI Centers to expand capacity and provide services to UI claimants at increased levels.										x	
21	1) The economy has hampered reemployment efforts. 2) Bringing youth efforts back in line with remaining funds. 3) Increasing service levels with only a modest increase in staff resources.		x							x		

Table 3

	For your State, what have been the three or four MAJOR challenges you've faced implementing the Recovery Act's vision thus far?	Funding	Staffing	Reporting Requirements	Technology	Procurement Requirements	Implementation Timeframe/Issues	College/Training Capacity	Guidance	Unemployment Situation /Economy	Facilities	Other
22	Despite the influx of resources provided by the ARRA, [our state] has faced challenges in meeting the demands of the job seeking public. Training allocations were largely consumed by end of calendar year 2009, leaving thousands of [our state's citizens] in need of training and jobs. Meeting the demands of job seekers with an unemployment rate above 10% has posed a challenge as well. The 24 Regional Workforce Boards have added staff and other resources to meet this demand, but despite these efforts, many [of our state's citizens] remain unemployed. Meeting the demands of our Unemployment Compensation claimants has also been stressful. The Agency has added several hundred staff and contracted the services of a private sector entity to meet the call center workload.	x	x							x		
23	- Amount of time it takes to get new automation in place. - Amount of time to bring in new staff. - Training time for new staff.		x		x		x					
24	- Reporting challenges due to system, process and definitions regarding 1512 reports. - Hiring employment/re-employment specialists and the short-term nature of funds for payroll expenditures.	x	x	x								
25	More incentives for employers to hire. Better collaboration between state agencies to prevent duplication of services.									x		x
26	One of the biggest challenges in implementing WIA Youth Summer Employment activities was determining and documenting that youth met the statutory eligibility requirements of WIA Youth Programs.											x
27	Challenges in report changes, physical capacity to serve increase in volume of customers, volume of data entry.			x	x						x	
28	TIME REPORTING IMPLEMENTATION WITH HIRING FREEZE		x	x			x					
29	Helping workforce professionals adjust their service mix with an emphasis on greater access to training during a down economy.											x
30	The under-preparedness, especially with respect to computational proficiency, of the dislocated worker population. This under-preparedness has resulted in high levels of attrition from programs of study and training.											x

Table 3

	For your State, what have been the three or four MAJOR challenges you've faced implementing the Recovery Act's vision thus far?	Funding	Staffing	Reporting Requirements	Technology	Procurement Requirements	Implementation Timeframe/Issues	College/Training Capacity	Guidance	Unemployment Situation /Economy	Facilities	Other
31	• We had a slow start hiring Recovery-Act funded staff, which has resulted in the money not being spent as quickly as originally planned and not having enough trained staff to provide consistently high-quality service to every job seeker coming in the door. • The large number of job seekers coming to the One-Stop centers has tested the capacity of the system both in terms of facilities and staff, making it difficult to provide every job seeker with the in-depth career counseling and continuous engagement envisioned by the Recovery Act. • Both the high volume of customers and aging computer systems has made seamless integration between the UI system and the One-Stop system difficult. While the Recovery Act funds enabled us to bring more UI claimants than ever before into the One-Stop centers, the two systems still primarily operate in silos.		x		x		x				x	
32	1. Sufficient number of trained and knowledgeable staff resources. 2. High number of high school dropouts/out of school youth. 3. Current economic conditions and lack of sufficient job opportunities for the unemployed and underemployed.		x							x		x
33	Customers being placed on ITA.											x
34	Planning for post-ARRA, when funds for staffing cease. ARRA funded additional staffing has allowed implementation of the Act's vision. Unfortunately, when it ends the unemployed will remain in overwhelming numbers seeking One-Stop services assistance.	x								x		
35	Demand for fast spending against multiple layers of reporting and requests for data and information 24-7. Limited job growth – while trying to help individuals choose what to retrain for. Significant number of new procedures, contracting, reporting, audits and other processes associated with the resources.			x		x	x			x		
		6	14	14	6	3	13	2	4	7	4	9
		17.1%	40.0%	40.0%	17.1%	8.6%	37.1%	5.7%	11.4%	20.0%	11.4%	25.7%

Table 4

	Has your State agency faced any significant challenges, or does it expect any challenges, as it strives to expand the number and percent of customers receiving training opportunities under the Recovery Act?	Job Placement	Reporting Requirements	Staffing Issues	Capacity of Programs / Colleges	Funding	Implementation	Worker Skills/Motivation	Other
1	There is a significant challenge in getting the community colleges to bill for tuition. As of 11/20/09, over 50% of the community colleges had not billed the WIBs for fall semester tuition and fees. A letter is being drafted by the Office of the Chancellor to the Finance offices of the colleges to get 3rd party pay bills out quicker. This hurts our expenditure rates versus obligations.								x
2	The challenge will be once the participant has completed training, having available jobs for them to go into.	x							
3	Changes in requirements and reporting by DOL and OMB (both state and federal) have confused processes, and guidance sometime conflicted.		x						
4	Demand for all services is straining staff capacity. More staff were brought on board, but it takes time to hire and train. RIF's of state employees and the "bumping" process also adversely affected staff capacity.			x					
5	High demand programs such as nursing and other health care opportunities are well beyond capacity. Some funds are being used to expand capacity but the relatively limited funds do not allow significant expansions.				x	x			
6	Capacity at Community Colleges. Boards are working collaboratively to address this. ARRA, which allows class sized training contracts, has assisted. One Board is working on a new distance learning technique.				x				
7	There are capacity issues at the community and technical colleges, but by buying group classes, we have been able to expand capacity. Through January 31, 2010, 74 group classes serving 1,101 students have been created with ARRA funds.				x				
8	A primary challenge is gearing up the workforce system to accommodate the huge increases in funding and in number of customers coming to local one-stop centers. With that challenge is the recognition that the additional funding is non-recurring.					x	x		
9	1. Recovery Act funds will be substantially spent at the local level by June 30, 2010 and staff layoffs are expected. 2. Significant increases in demand for services requires regions to lower the amount spent per client on training.			x		x			
10	It is difficult to adequately hire and train staff to meet such a large increase in program enrollments.			x					
11	The capacity of the community college system is a factor. More importantly, however, the greater challenge is under-preparation among the workforce. Most newly-dislocated workers in Indiana do not have high school diplomas; therefore their ability to succeed in training programs is limited...both by their attainment levels and by the lack of intrinsic motivation needed to undertake remedial education. This concern, not unique to [our state], should be a greater focus of the USDOL.				x			x	
12	Customer personal barriers. Changes in system policy. Always $ issues.					x		x	x

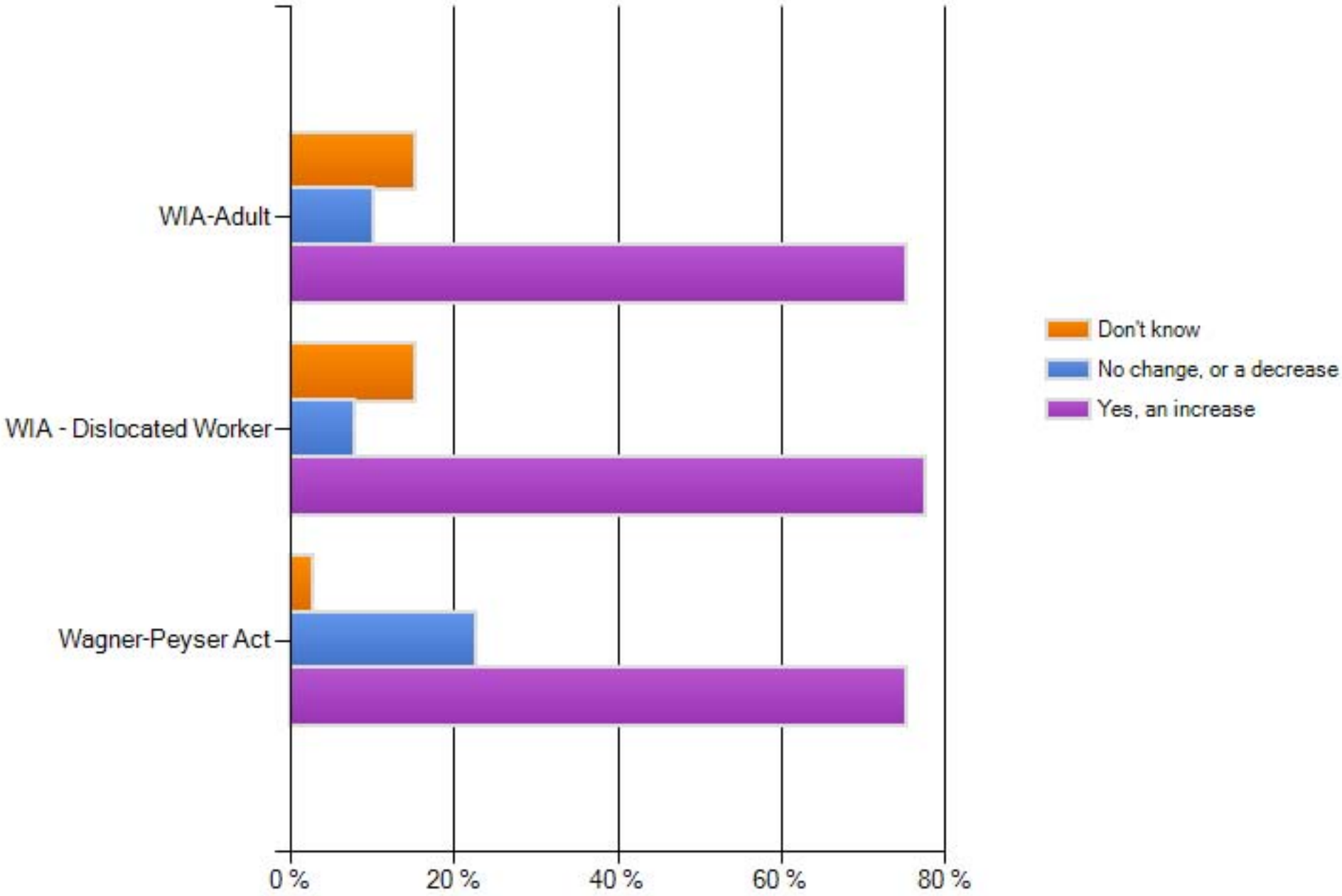
Table 4

	Has your State agency faced any significant challenges, or does it expect any challenges, as it strives to expand the number and percent of customers receiving training opportunities under the Recovery Act?	Job Placement	Reporting Requirements	Staffing Issues	Capacity of Programs / Colleges	Funding	Implementation	Worker Skills/Motivation	Other
13	Challenge of gearing up staffing and automation.						x		
14	Procurement processes create difficulties for procuring training services in a timely manner.								x
15	Doing so with only a modest increase in staff resources has been a challenge.			x					
16	Infrastructure, staffing and implementation challenges as well as appropriately anticipating changing workforce needs.			x			x		x
17	Placement has become more difficult.	x							
18	Dealing with state hiring freeze that prolonged bringing on extra staff to serve increased numbers of clients.			x					
19	Due to lack of job openings, more clients are requesting training but in some cases training may not be the most appropriate service depending on length of training, ability to support self and family during longer term training and results of assessment, etc. Service providers are trying to expand OJT opportunities but finding employers to participate has been a challenge in spite of the OJT waiver approved in November 2009.	x							x
20	15,000 DISPLACED WORKERS FROM THE GOVERNMENTAL SECTOR, ADDED TO THE INCREASED NUMBER OF DISPLACED WORKERS FROM THE PRIVATE SECTOR.	x							
21	One half of the ARRA Adult/DW allocation offset the decrease in formula funding from prior year. LWIBs made policy changes to increase ITA amount to catch up with the increased cost of training. DW UI claimants do not have sense of urgency to enroll in training. Cannot use ARRA funds to serve incumbent workers (state guidance). Many individuals eligible for assistance are not interested in short term training.					x		x	x
22	Funding is always an issue for a minimal funded state. Training providers are burdened with a huge demand on staff and facilities which results in longer waiting lists.				x	x			
23	The UC extensions have had a mixed effect. On one hand, they provide opportunity for individuals to remain in training longer due to income support. On the other hand, the UC extensions have caused individuals to procrastinate in pursuing a re-employment and training program.							x	
24	Overall capacity at the states' technical colleges is a challenge. Enrollments are up substantially at all colleges and waiting lists are in place for high demand occupations such as health care occupations.				x				
25	The need for training is so great that all funds were obligated by Nov 2009, requiring the state to stop taking applications for additional customers.					x			
26	Reporting challenges regarding 1512 requirements and definitions		x						
27	ARRA WIA program funds will be spent by 03/31/2010. This will decrease the numbers we will be able to serve next year because we will spend a significant amount on continued support for current enrollments.					x			
28	Lack of funds.					x			

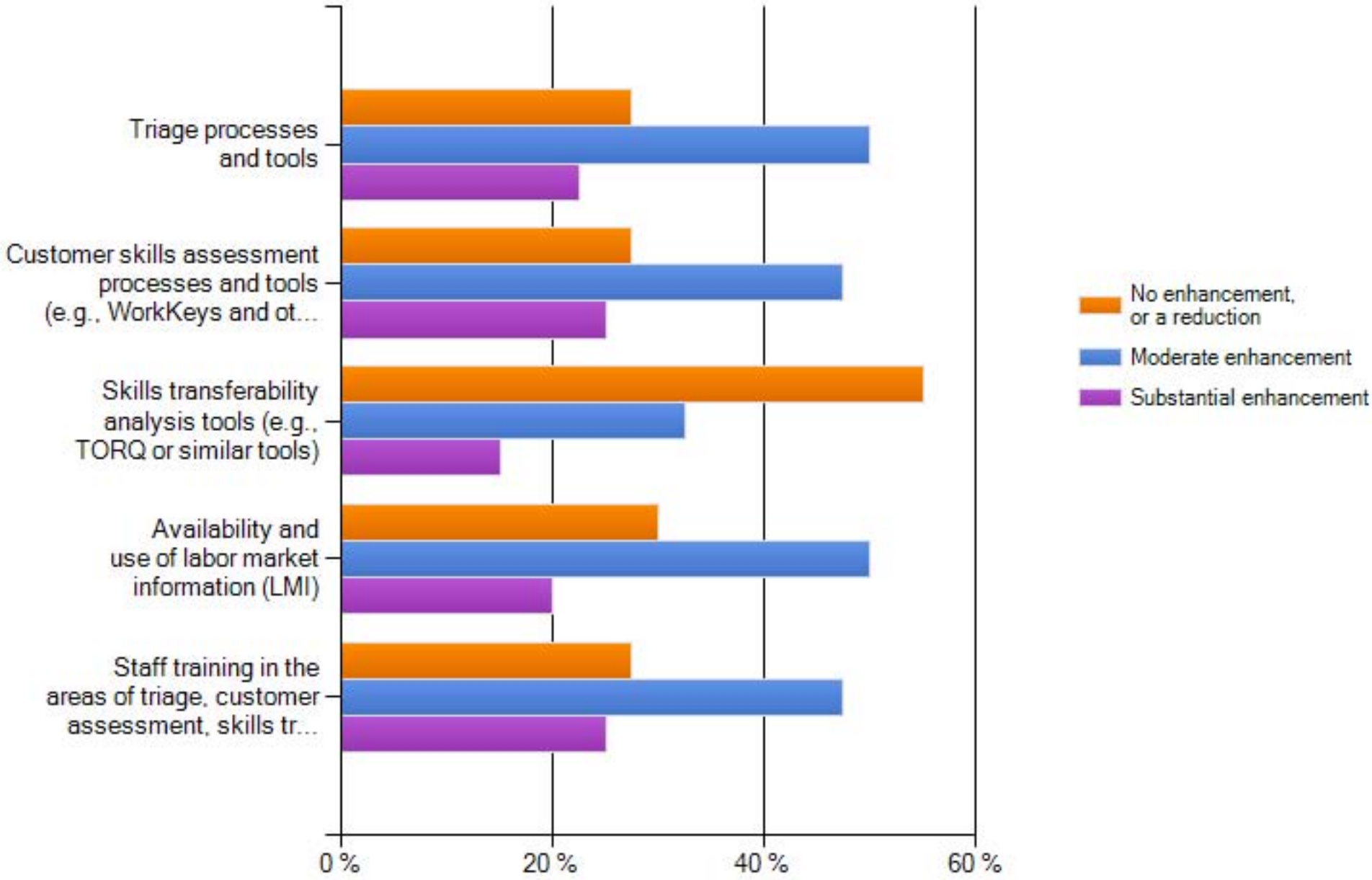
Table 4

	Has your State agency faced any significant challenges, or does it expect any challenges, as it strives to expand the number and percent of customers receiving training opportunities under the Recovery Act?	Job Placement	Reporting Requirements	Staffing Issues	Capacity of Programs / Colleges	Funding	Implementation	Worker Skills/Motivation	Other
29	The capacity of our community colleges makes it very difficult to find a spot for customers who are ready academically to pursue academic training. Although the community colleges almost always find a spot for a customer who is trade eligible.				x				
30	Funding to pay for training, large numbers of individuals going to school to get new skills because job market is bad.	x				x			
31	Challenges include the ability to recruit and enroll dislocated workers.							x	
32	Both the state and local governments have experienced significant budget cuts resulting in staff layoffs. Hundreds of staff have been furloughed and many county-based One-Stop centers are operating at reduced hours. [Our state] has 90 centers in 88 counties. The TANF grants paid a significant portion of the costs of operating the One-Stops and this program has also experienced substantial budget cuts. Currently, [our state] has over 8,000 adults, dislocated workers, and youth who are on waiting lists for services and training. [The state's] ARRA and WIA formula funds are expended or obligated to existing customers. If additional ARRA funds are received, the WIA areas will move quickly to serve those on the waiting lists.			x		x			
33	[Our Department] has **not** faced any significant challenges in providing training opportunities to customers.								
34	Limited funding.					x			
35	Establishing a threshold expectation on training has to be juggled with the need to support infrastructure costs for framework services etc.								x
		5	2	7	7	12	3	5	7
		14.3%	5.7%	20.0%	20.0%	34.3%	8.6%	14.3%	20.0%

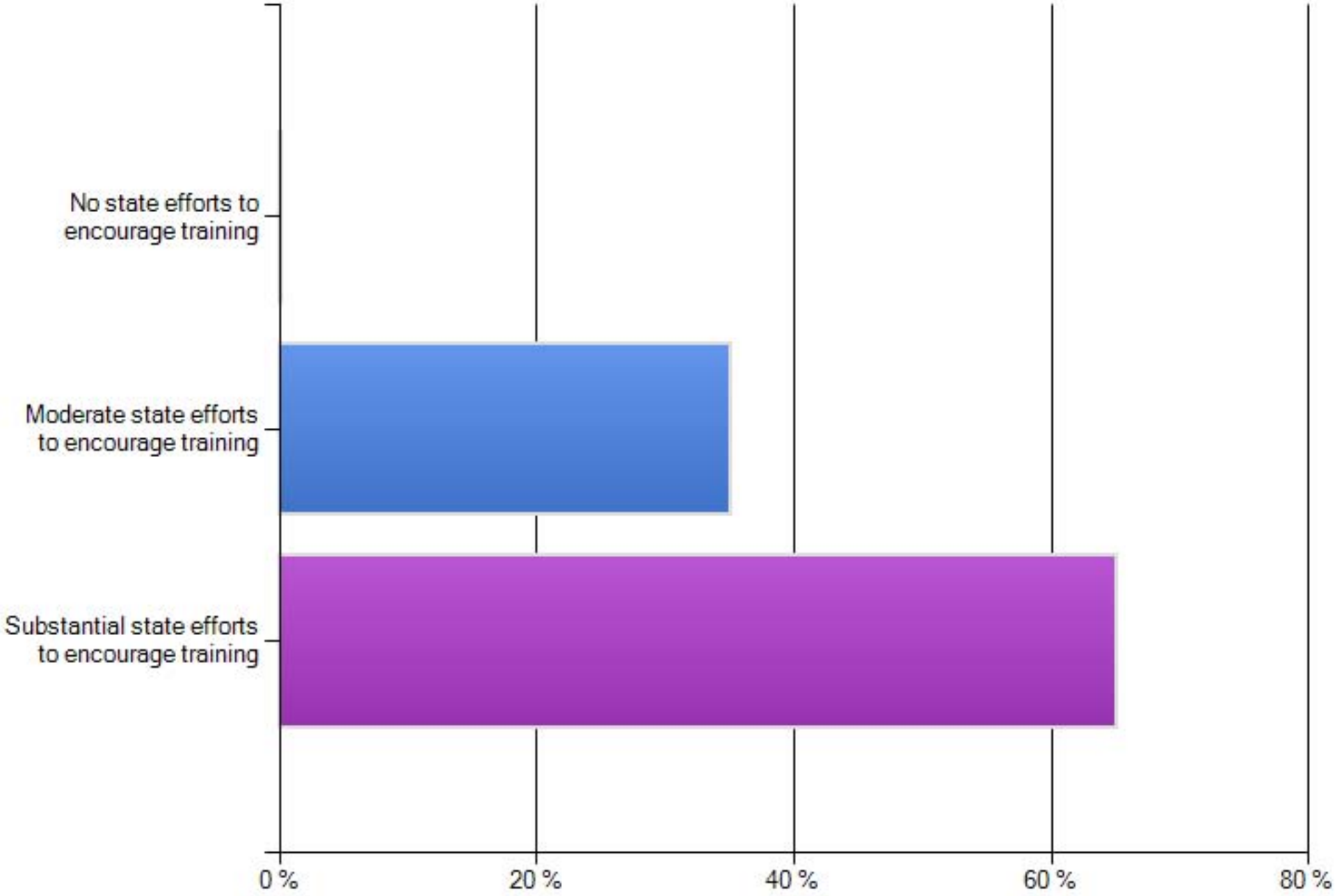
For the most recent calendar quarter for which you have data (the 2nd or 3rd calendar quarter of 2009), and for the state overall, has there been a change in the PERCENT of customers receiving assessment and career counseling services? Compare to the same prior-year quarter.



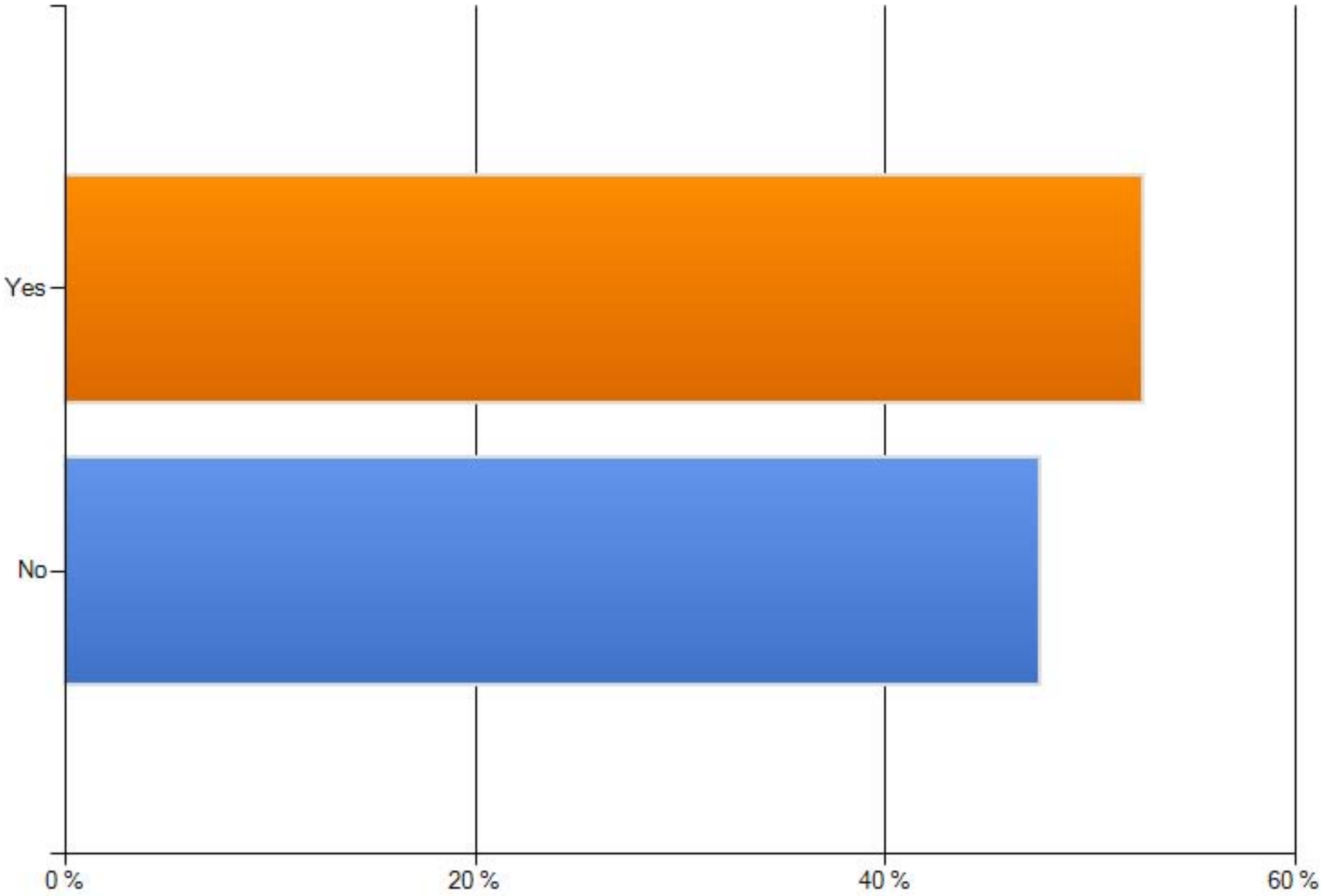
For the most recent calendar quarter for which you have data (the 2nd or 3rd calendar quarter of 2009), to what extent has your State made enhancements to the assessment and career counseling services it provides customers under WIA and Wagner-Peyser Act programs? Compare to the same prior-year quarter.



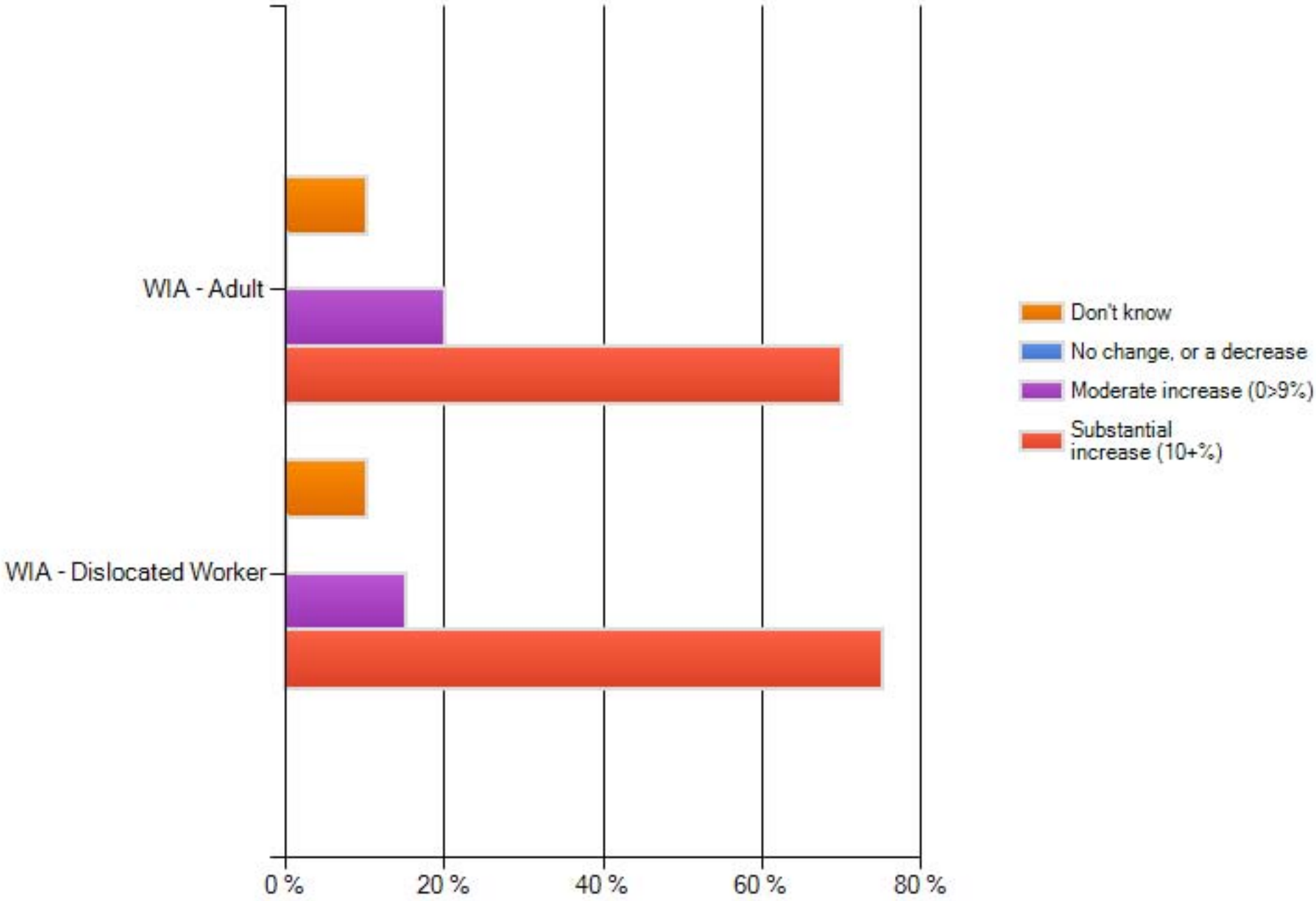
Since passage of the Recovery Act, to what extent has your State encouraged local areas to increase investments in training through any incentive programs, policies (to include laws, regulations, and interpretive guidance and instructions), or other state efforts?



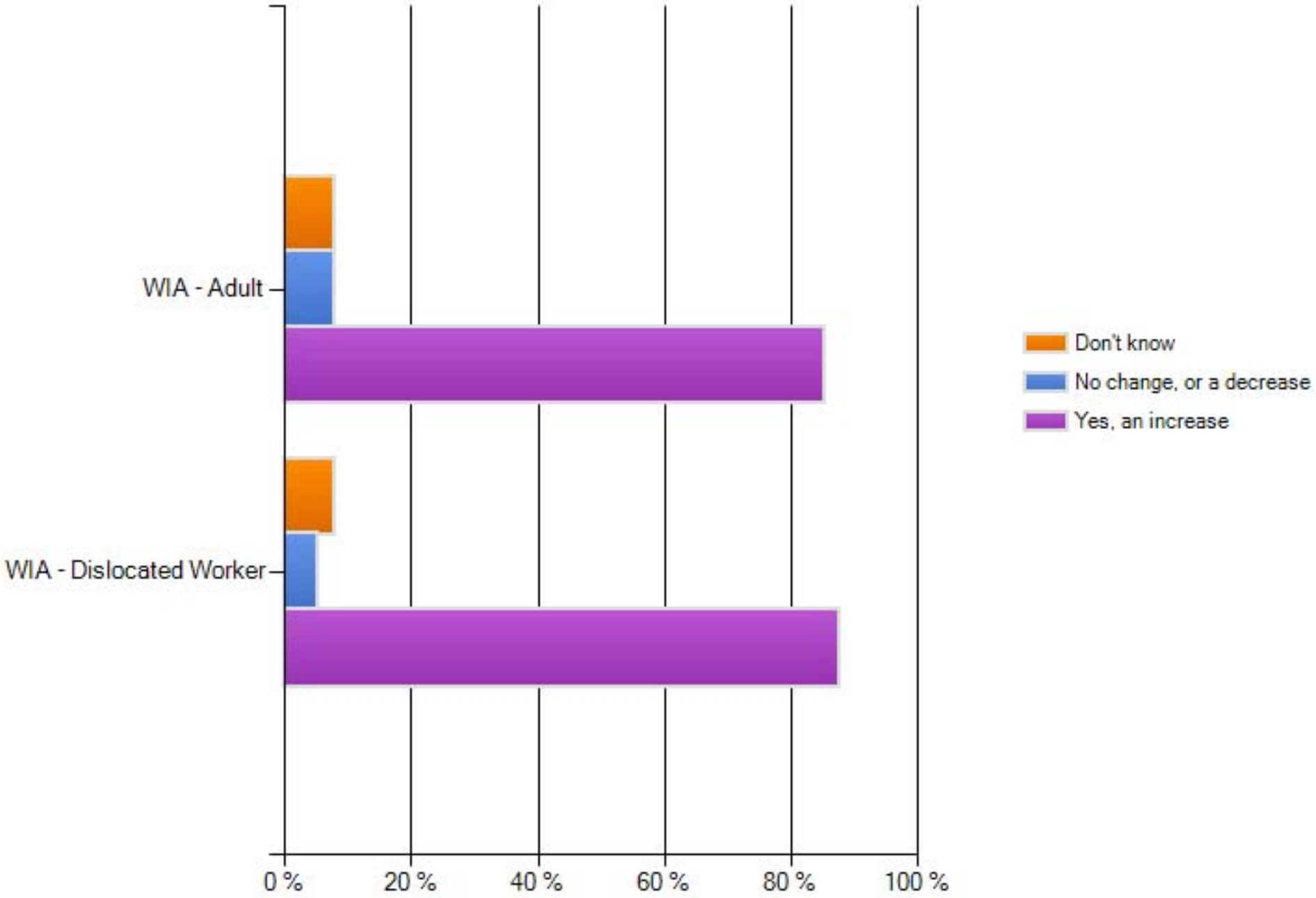
More specifically, has your State set aside, or required local workforce investment boards to set aside, a certain percent of WIA Recovery Act funds for training?



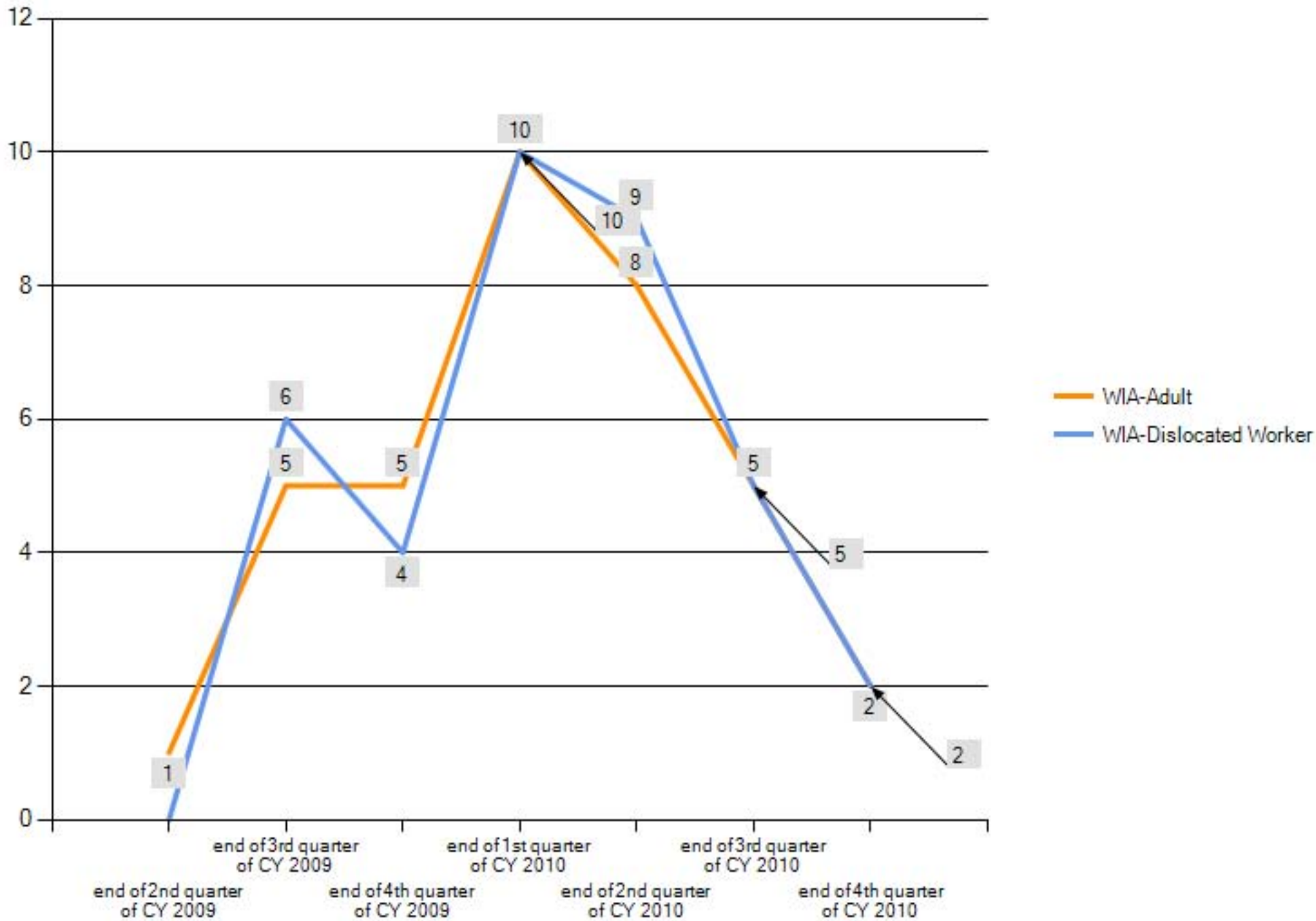
By the end of CY 2009, to what extent does your State expect to enroll greater NUMBERS of customers in training through your State's WIA programs, compared to the end of CY 2008?



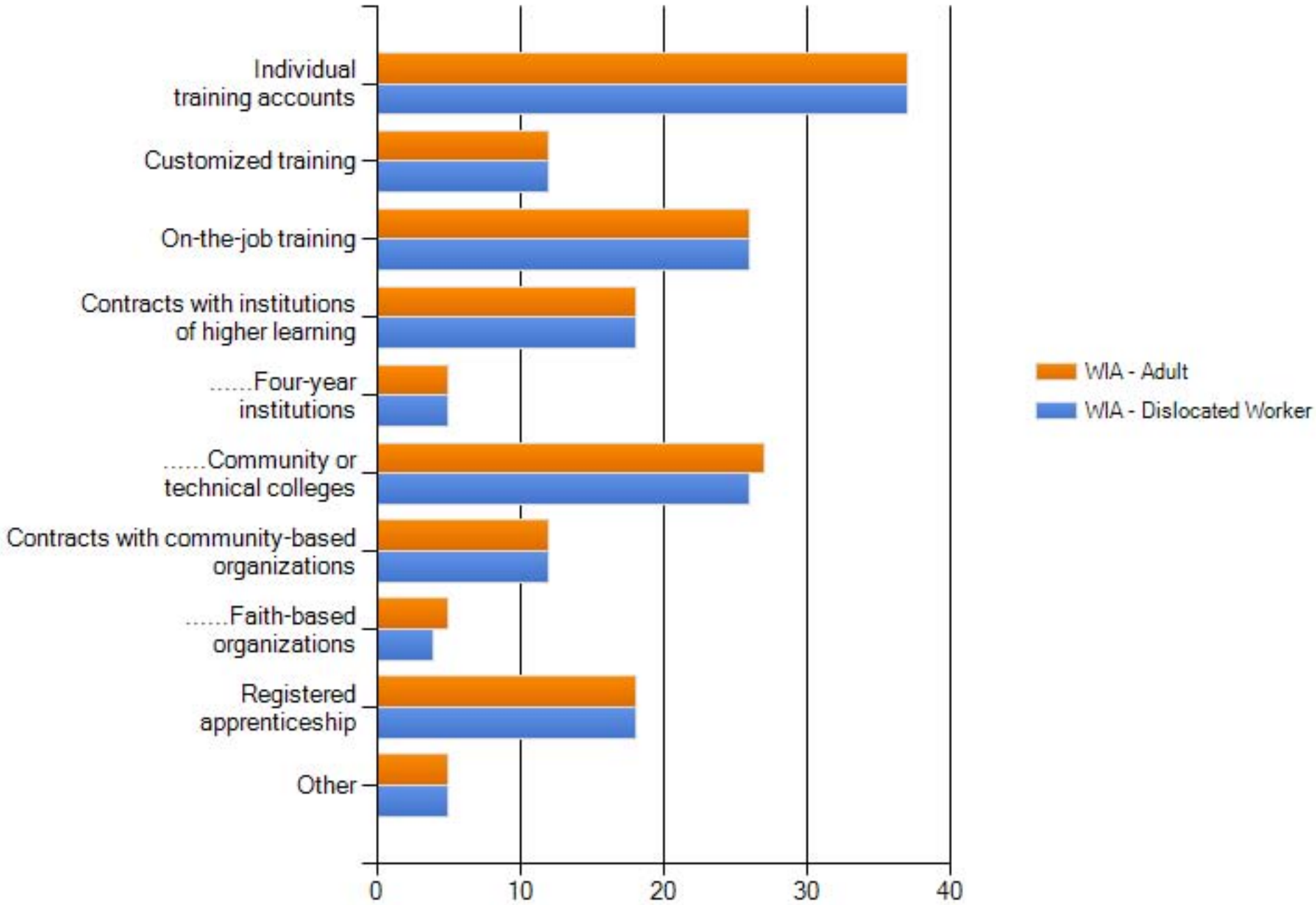
By the end of CY 2009, does your State expect to enroll a greater PERCENT of customers in training through your State's WIA programs, compared to the end of CY 2008?



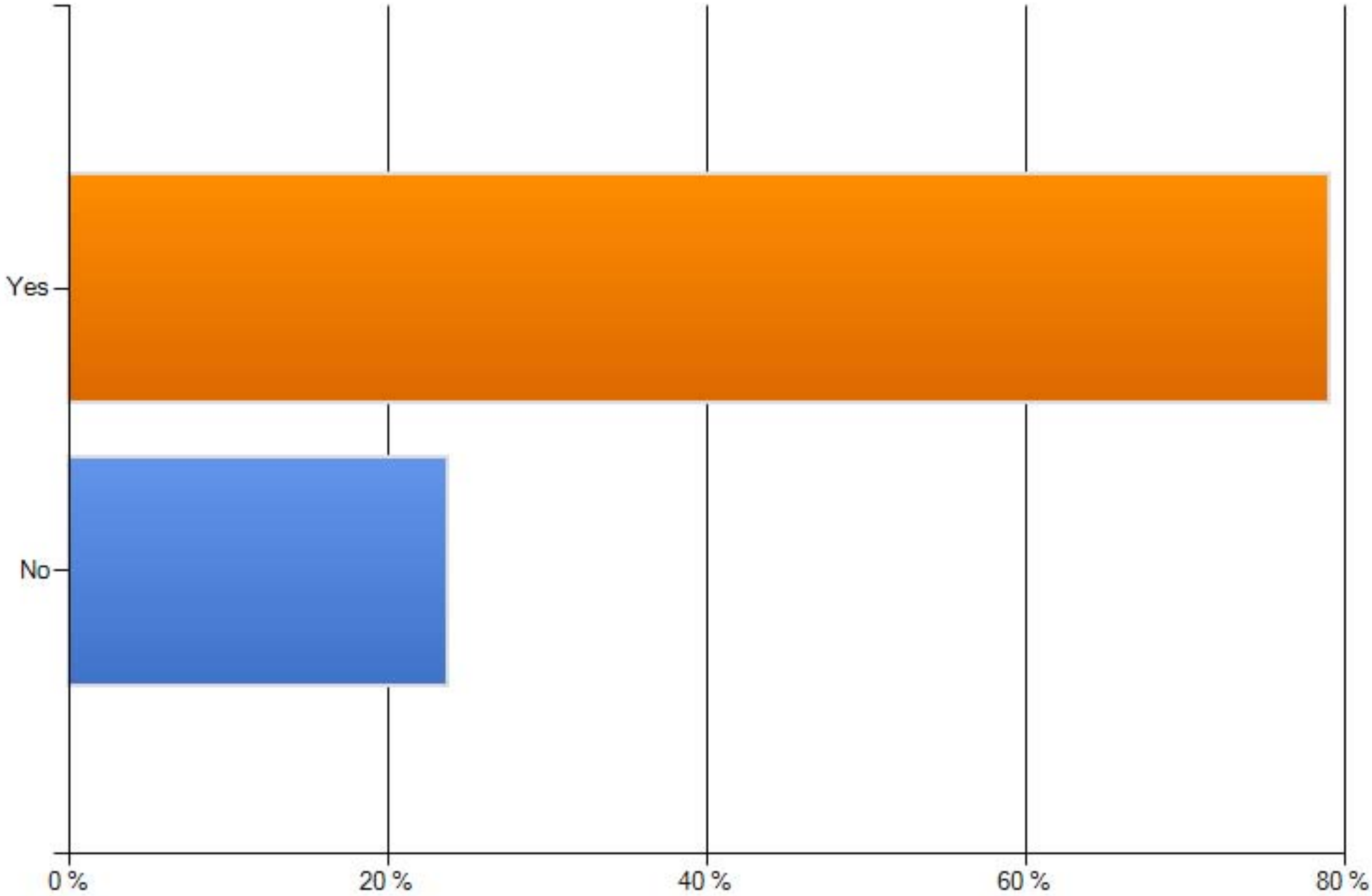
When do you expect the number of WIA customers in training to reach a peak? Please give a rough estimate. (number of states)



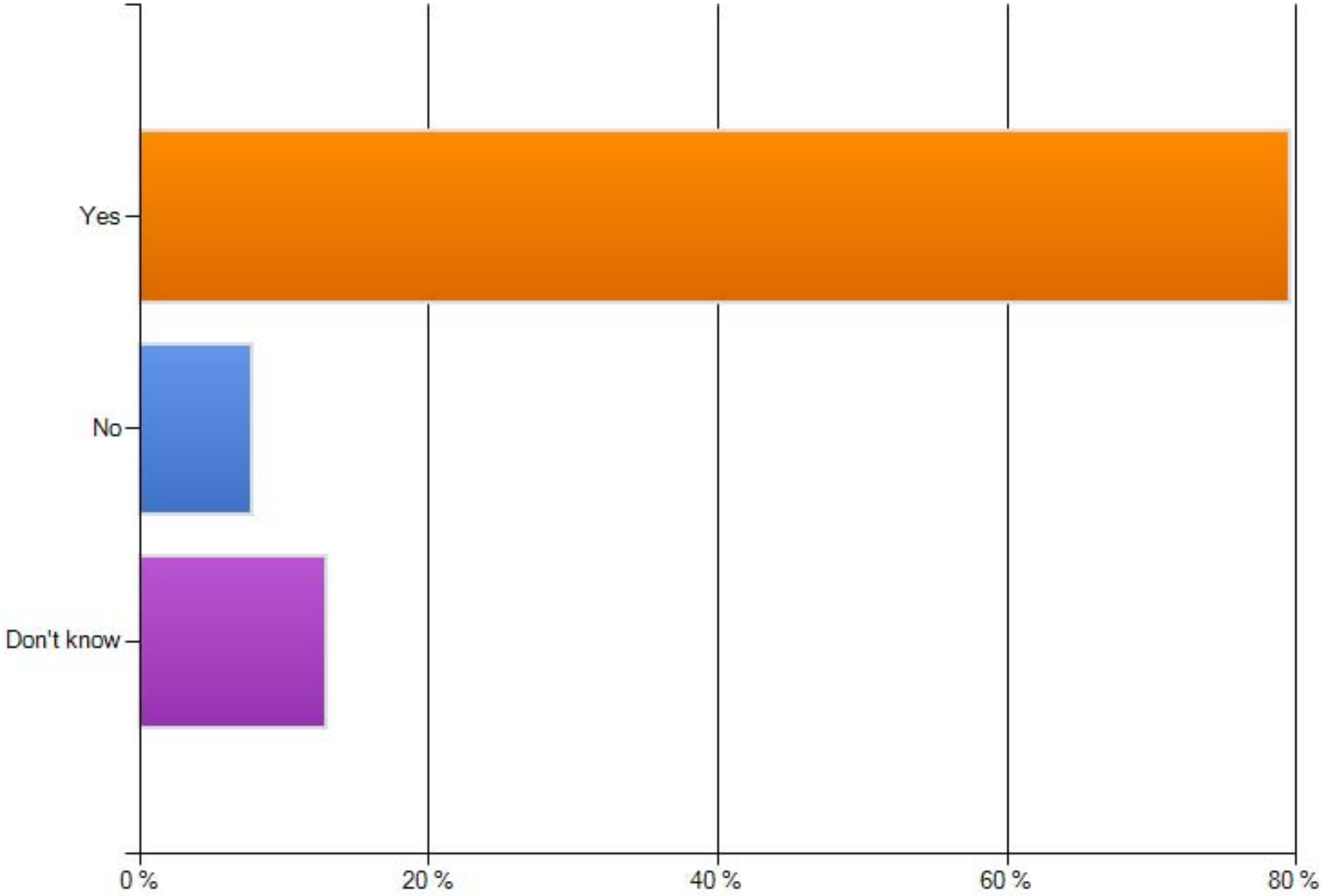
Based on current plans, which of the following methods of providing training will be the focus of state and local efforts to increase training capacity under the Recovery Act? (numbers of states)



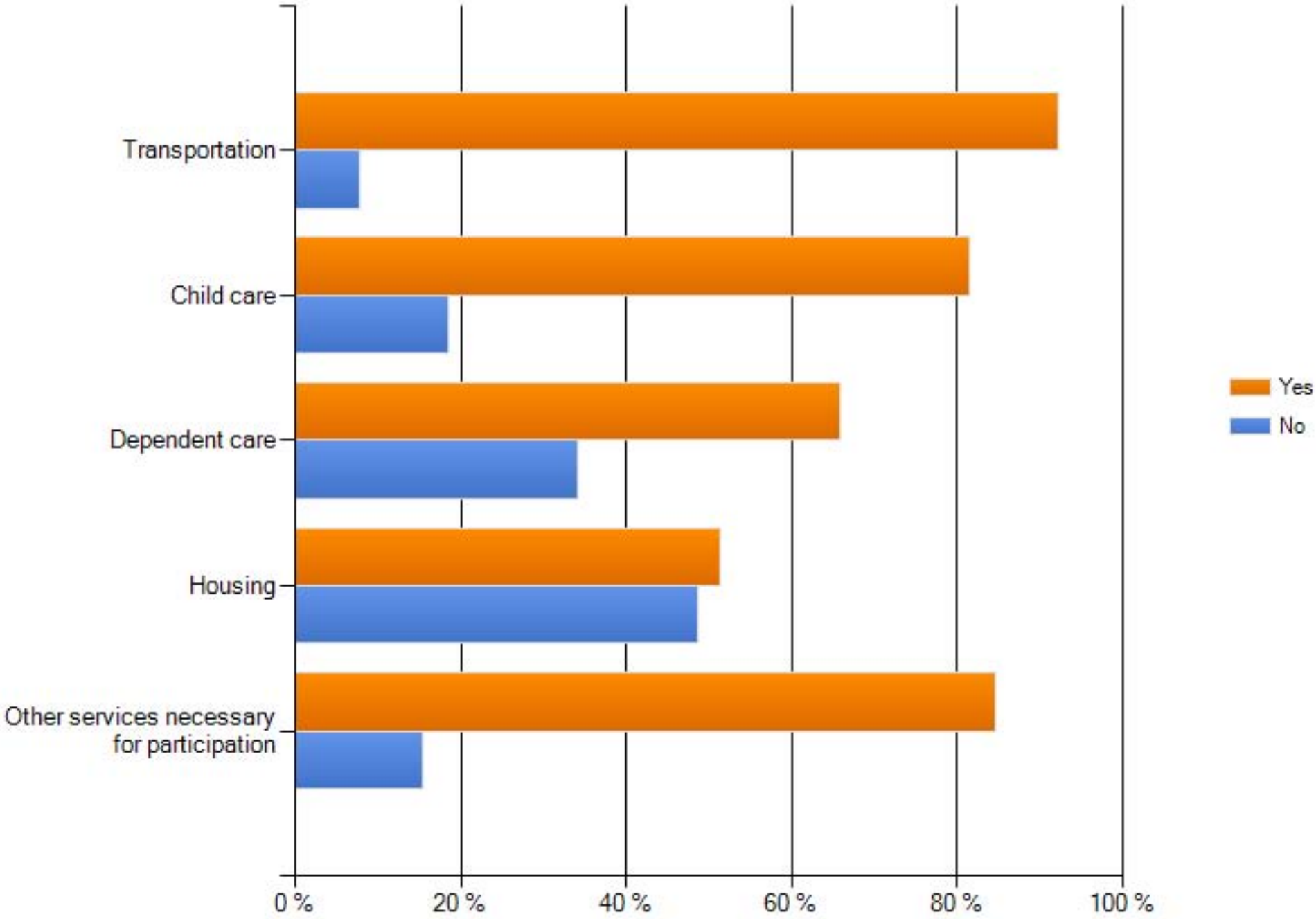
Has your State agency faced any significant challenges, or does it expect any challenges, as it strives to expand the number and percent of customers receiving training opportunities under the Recovery Act?



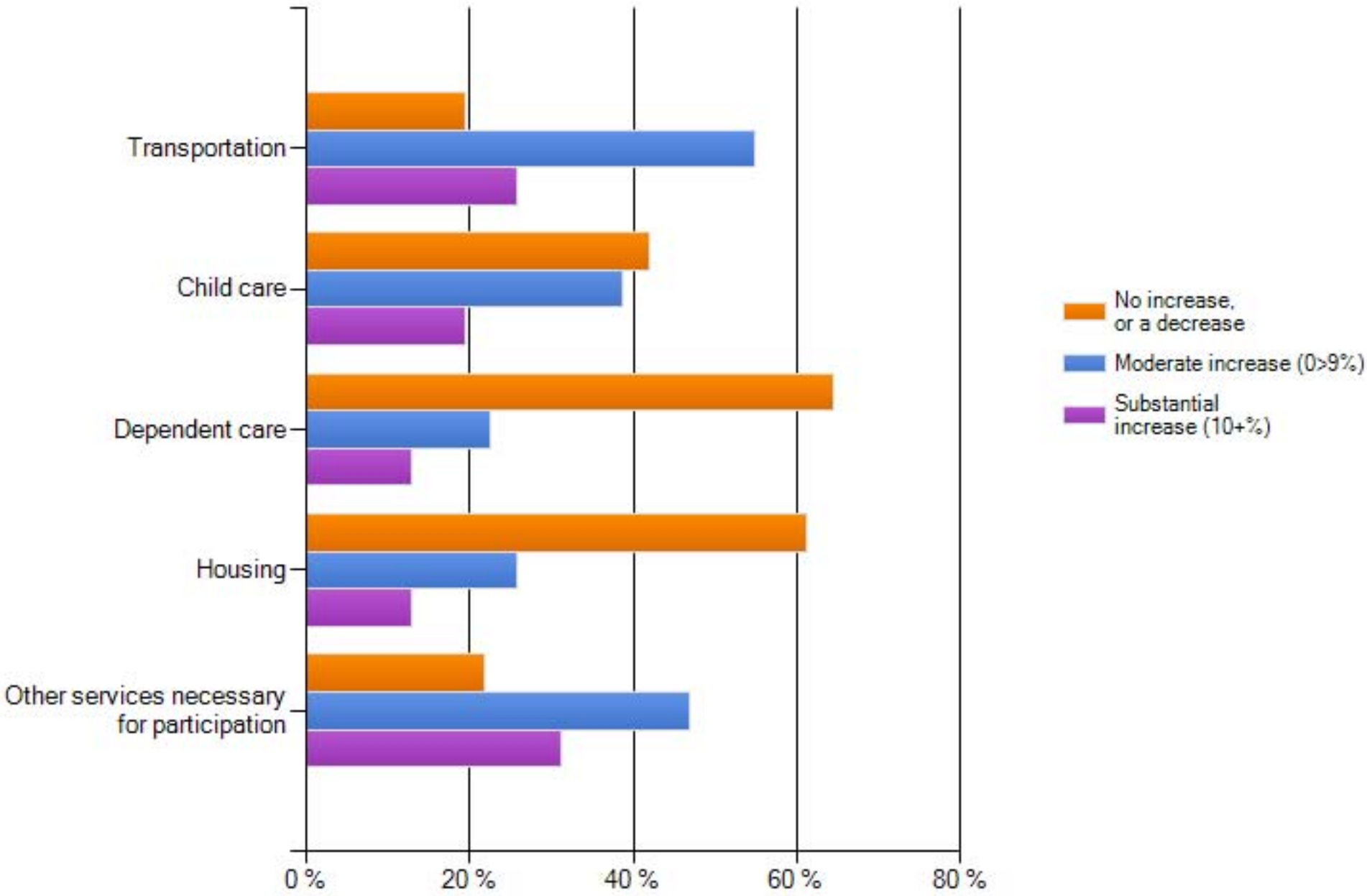
Do recipients of public assistance and other low-income individuals receive higher priority for WIA-Adult services (including training)?



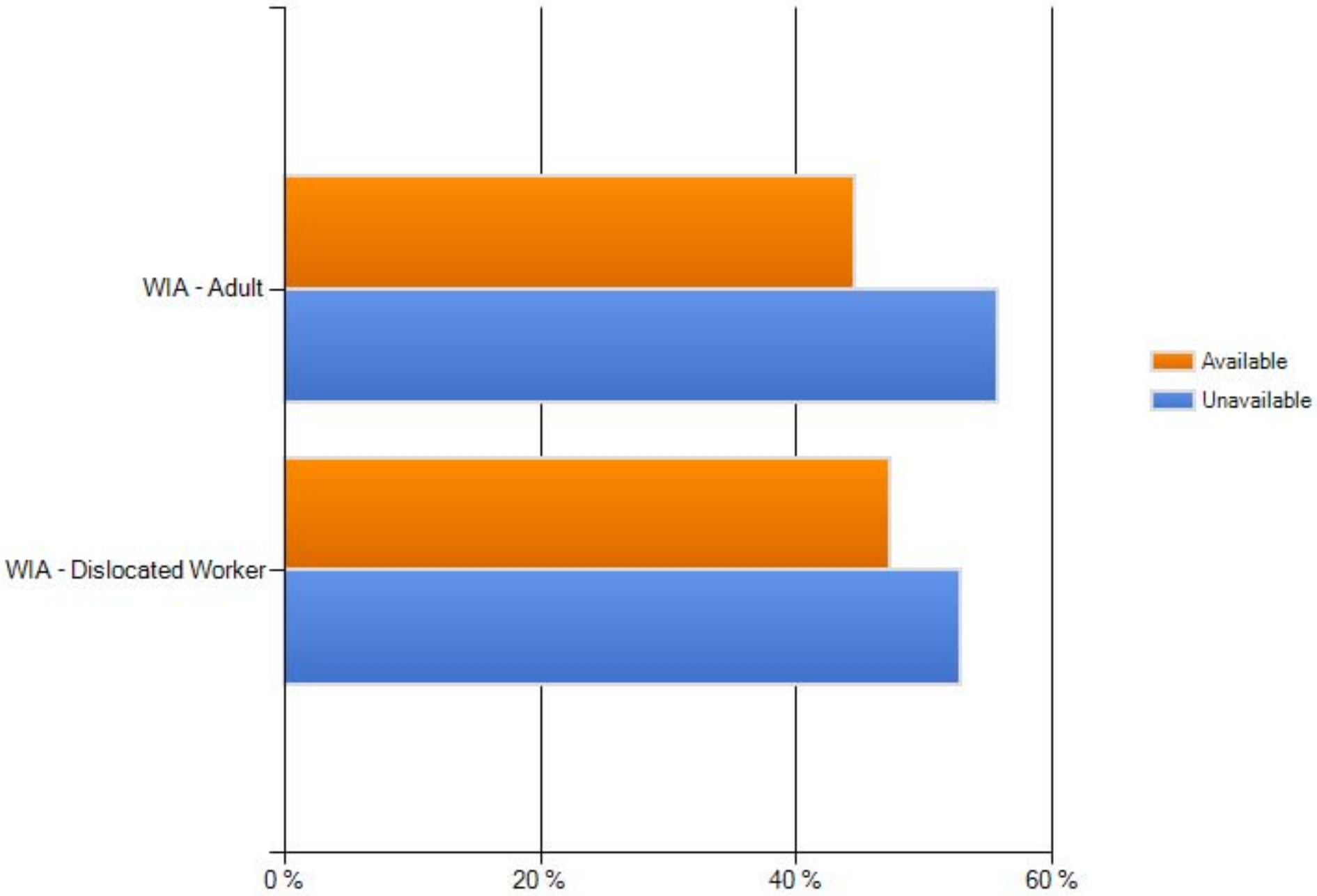
Before the Recovery Act, were these supportive services available in your state under the WIA-Adult and WIA-Dislocated Worker programs?



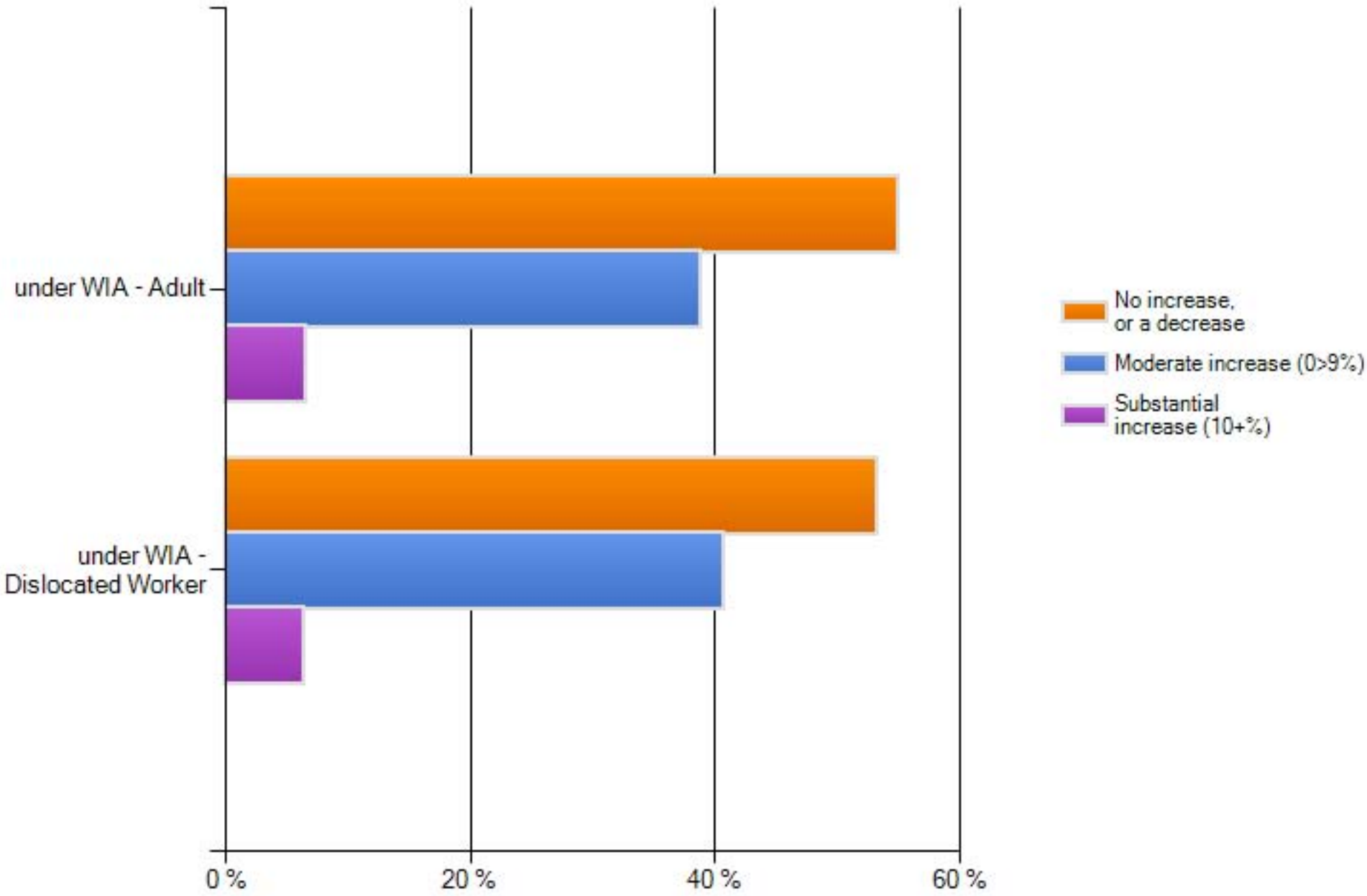
For the most recent calendar quarter for which you have data (the 2nd or 3rd quarter of 2009), to what extent did your State increase spending on these supportive services? Compare to the same prior-year quarter.



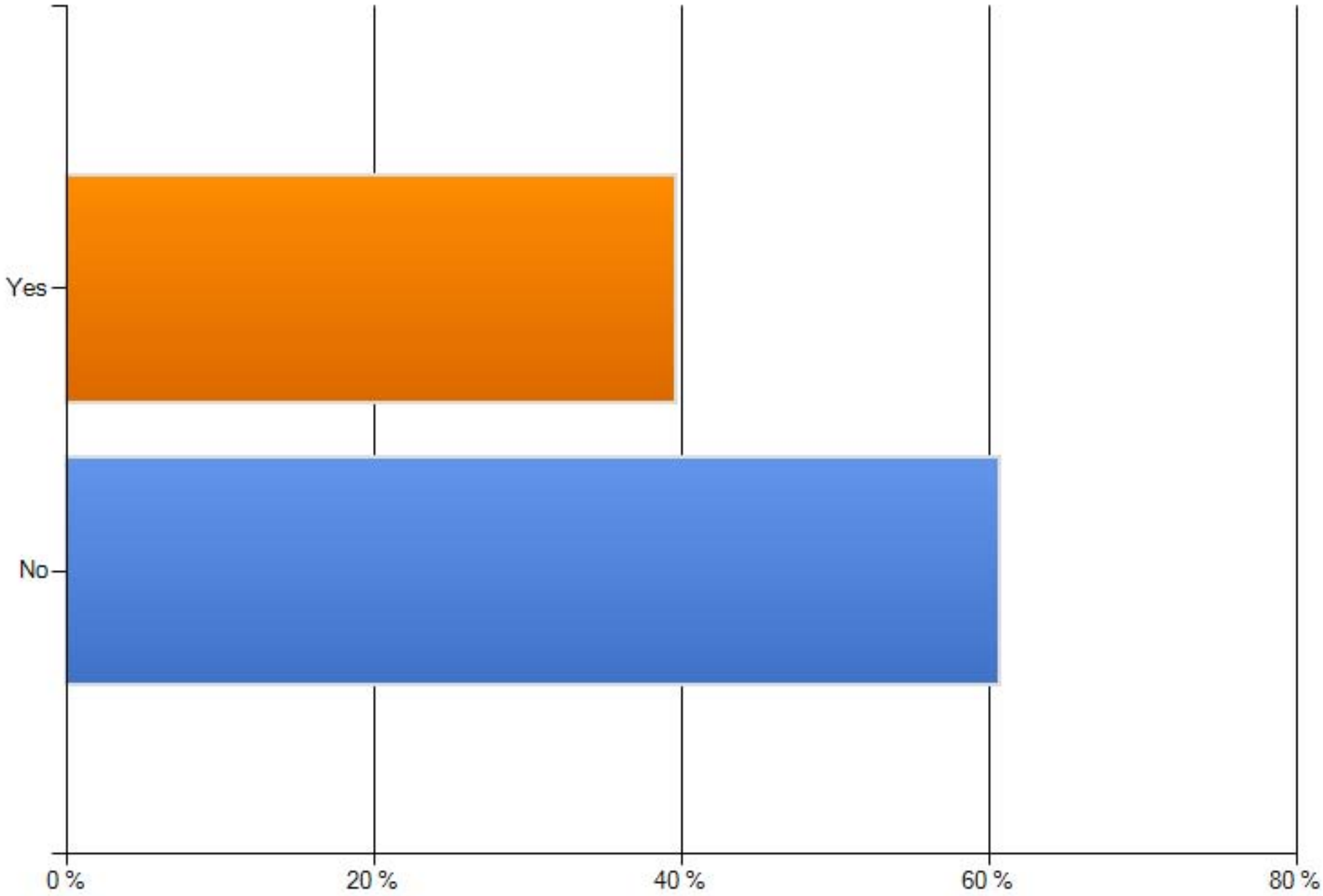
Before the Recovery Act, under the WIA-Adult and WIA-Dislocated Worker programs in your State, were needs-related payments made available to support the employment and training needs of workers?



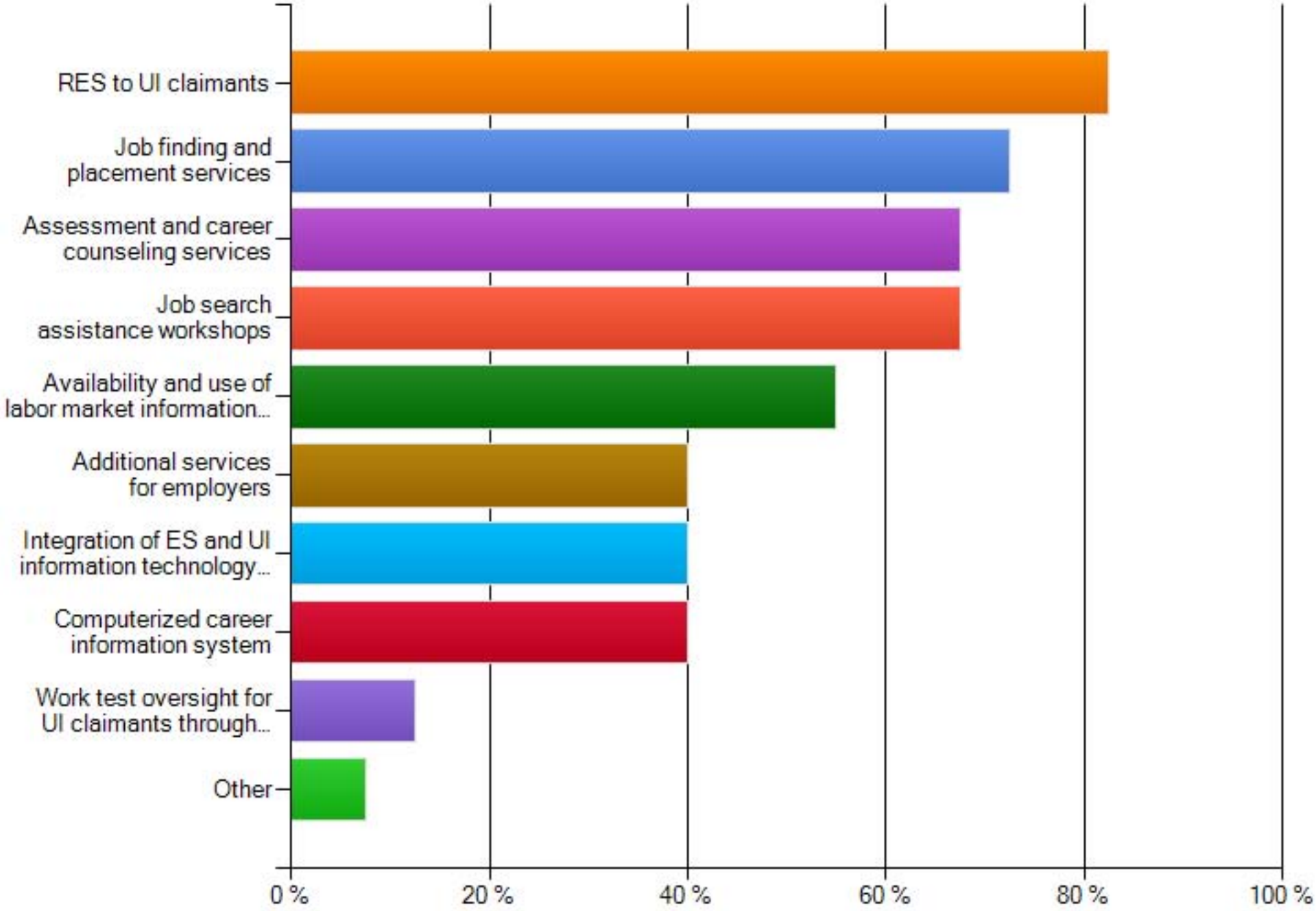
For the most recent calendar quarter for which you have data (the 2nd or 3rd quarter of 2009), to what extent did your State increase spending on needs-related payments? Compare to the same prior-year quarter.



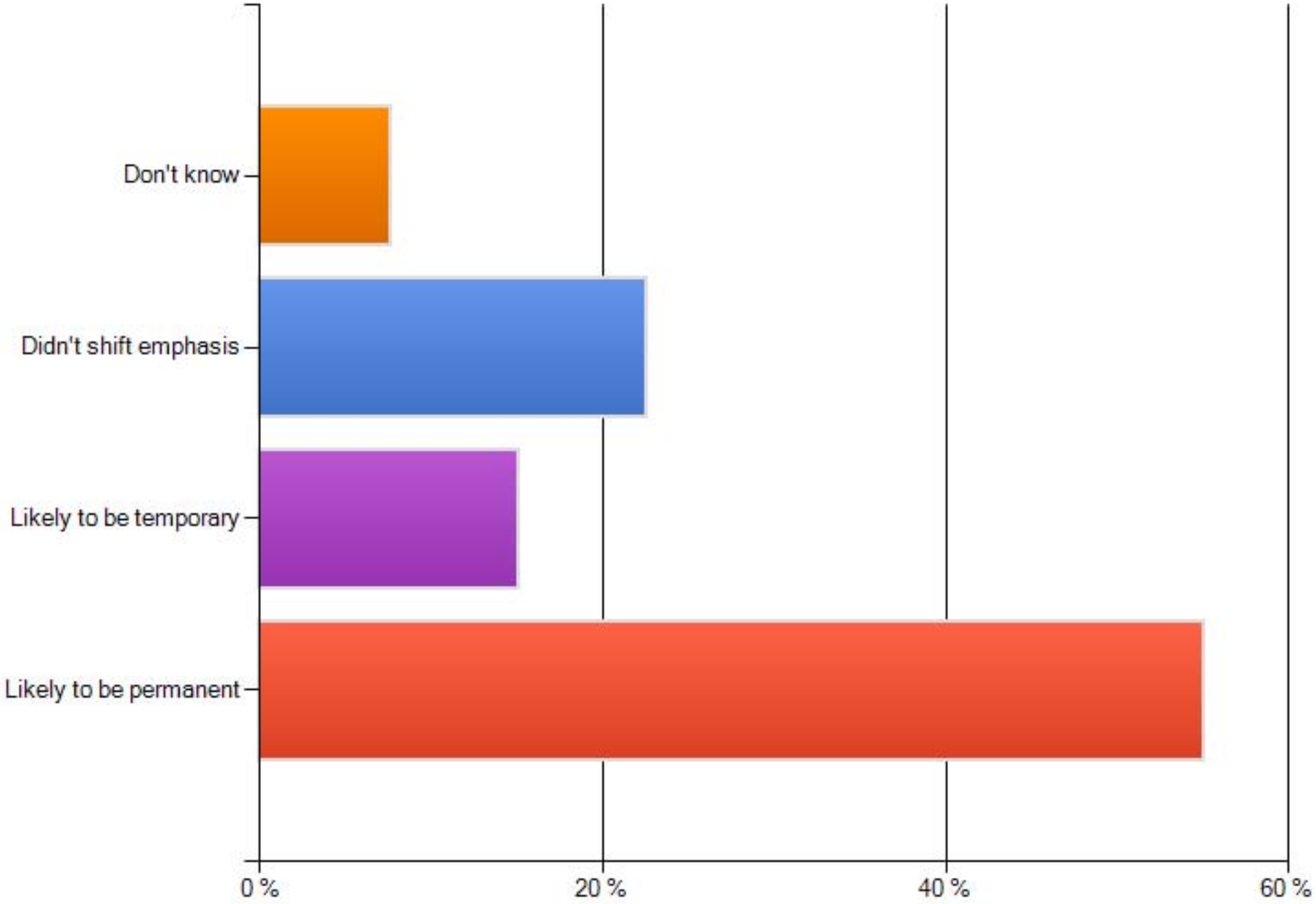
Has your State encountered any significant challenges to providing supportive services and needs-related payments to an expanded number of job seekers?



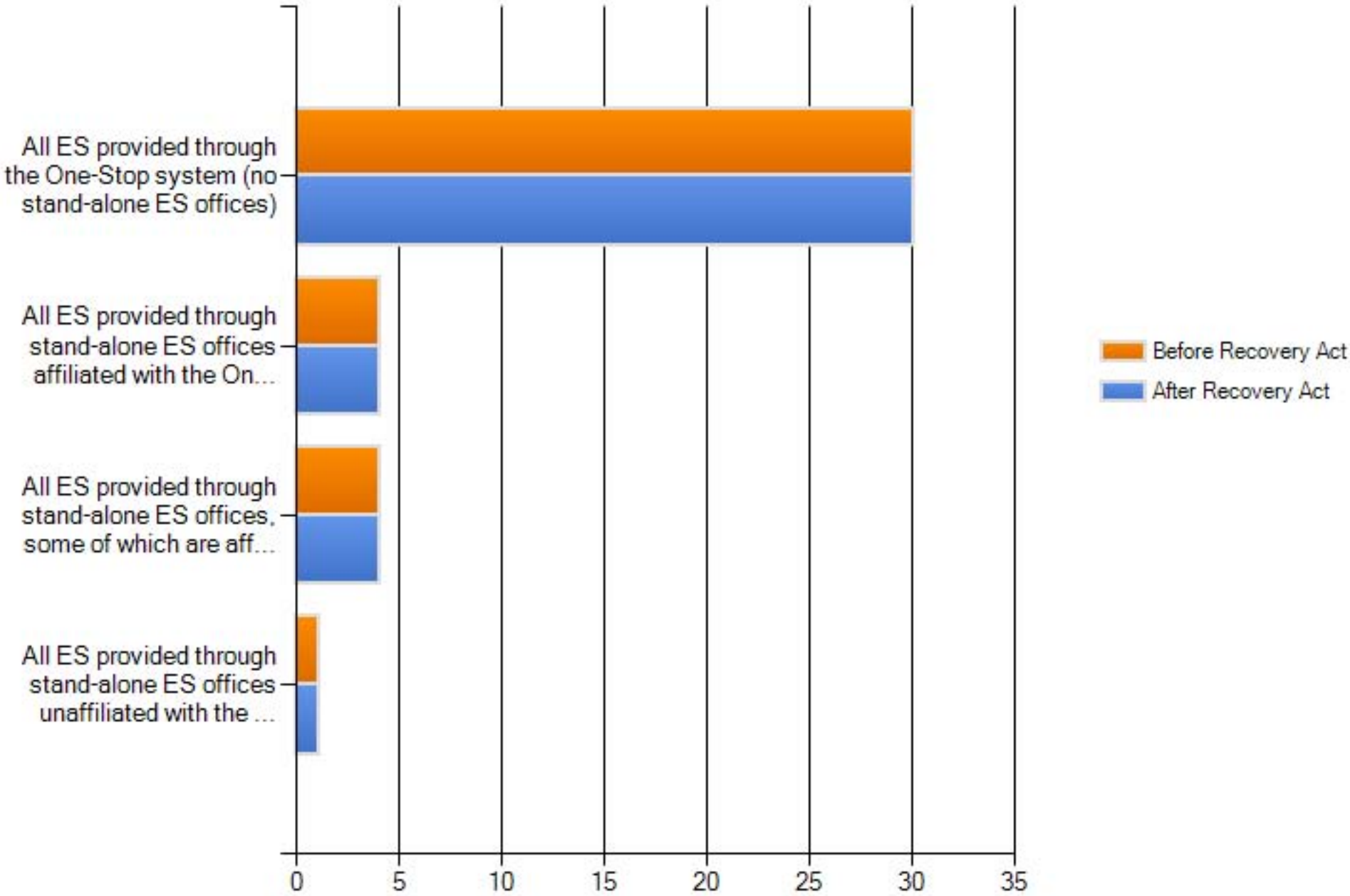
As a result of the Recovery Act funds for ES, which services below will receive or are receiving proportionately more emphasis in your ES program?



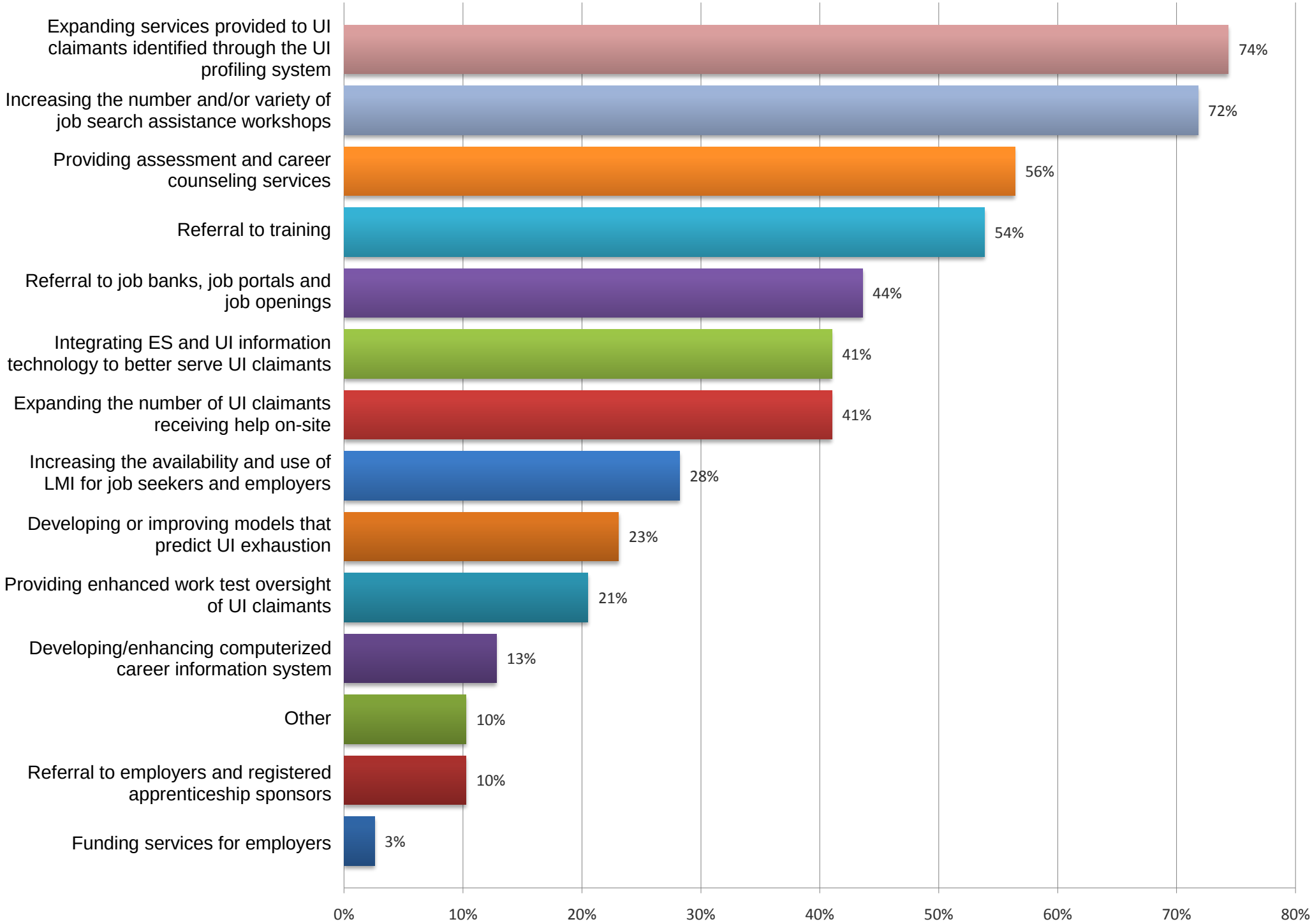
If your State shifted emphasis with the RA funds, do you expect this to be a temporary or permanent shift?



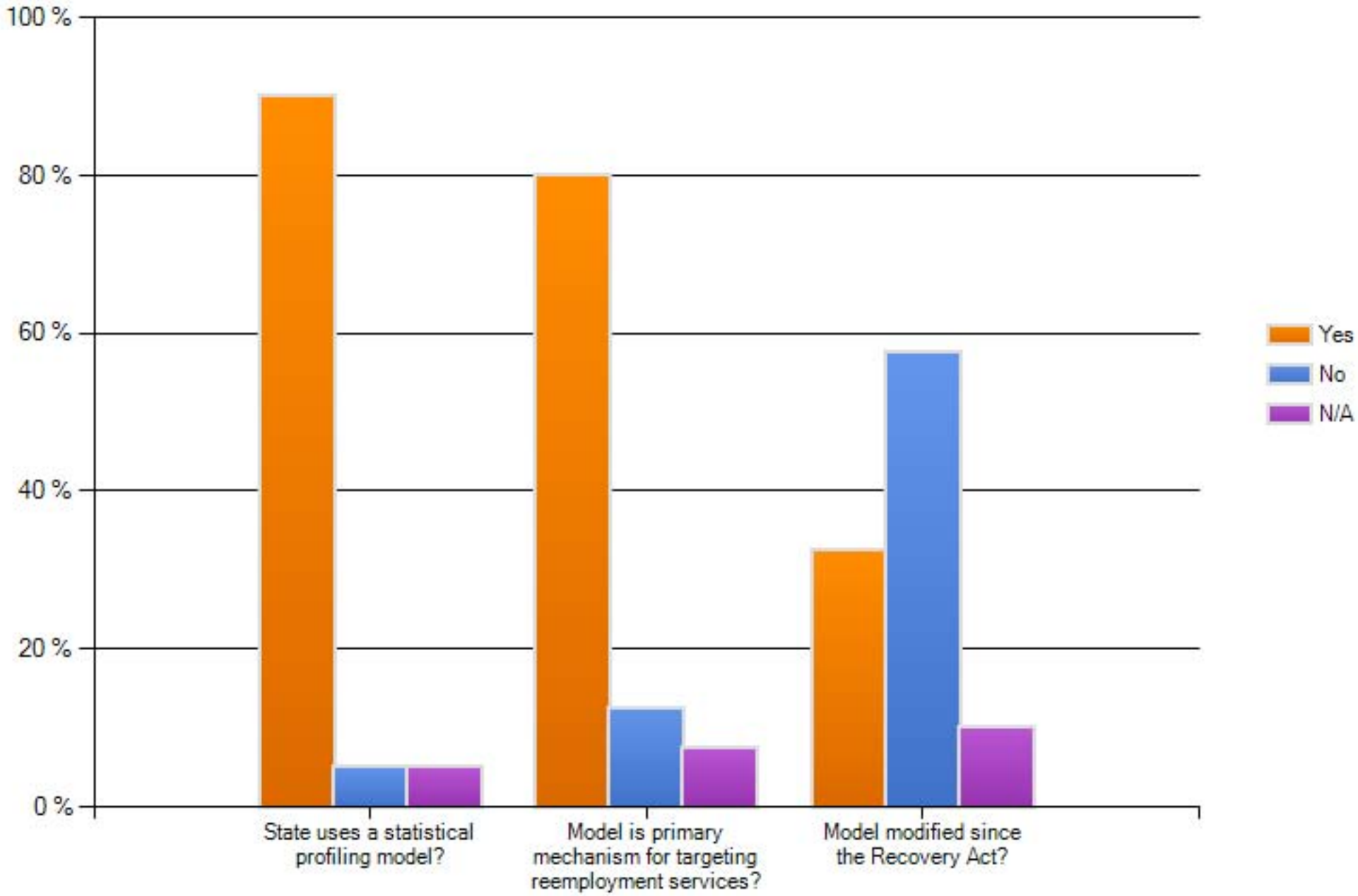
Before the Recovery Act, to what extent were Wagner-Peyser Act Employment Services (ES) provided primarily through the One-Stop Career Centers? How is ES being provided since implementation of the Recovery Act? (check the one in each column that best describes your State) (numbers of states)



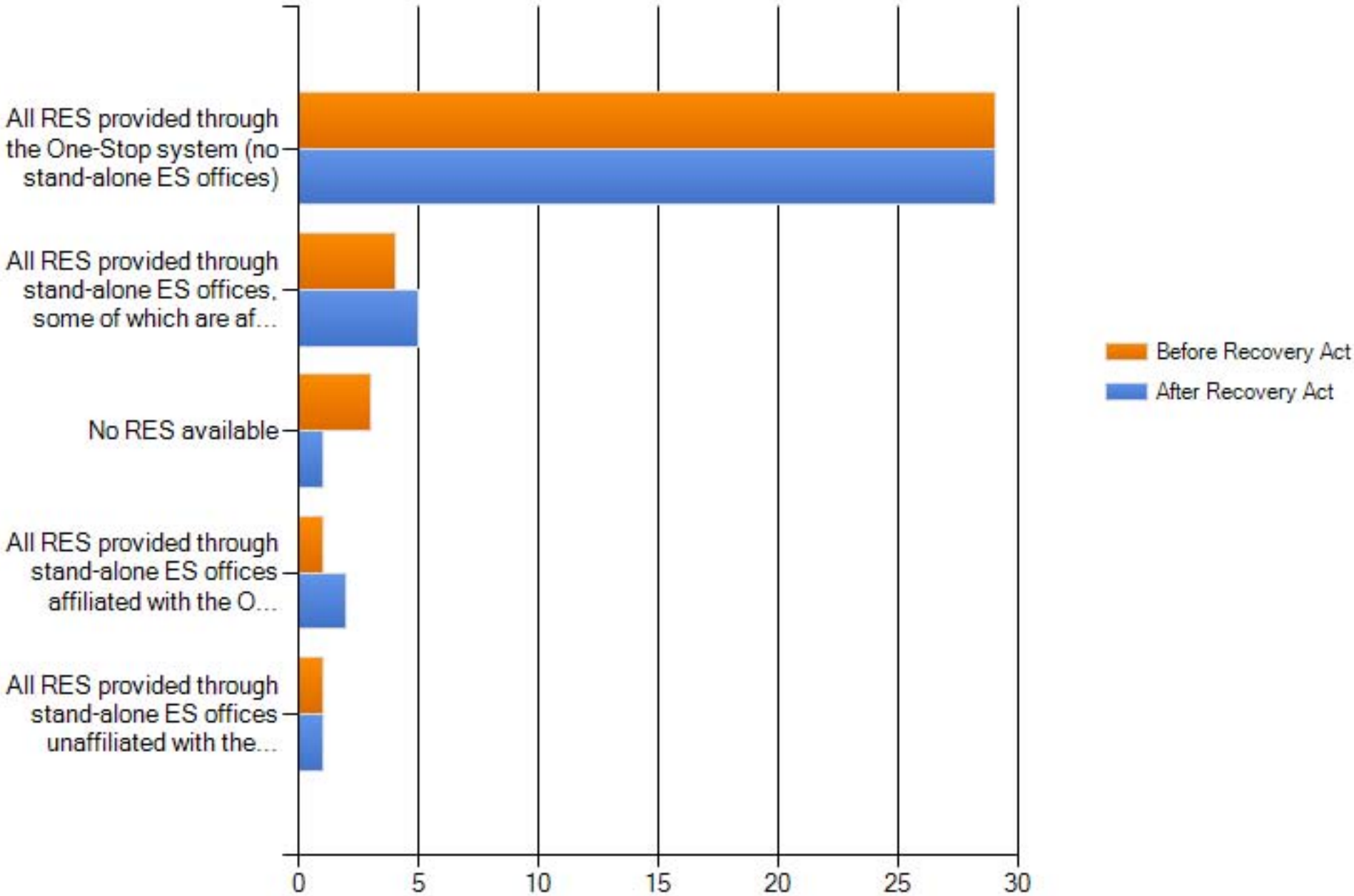
How is your state using the new Reemployment Services (RES) funds offered under the workforce provisions of the Recovery Act?



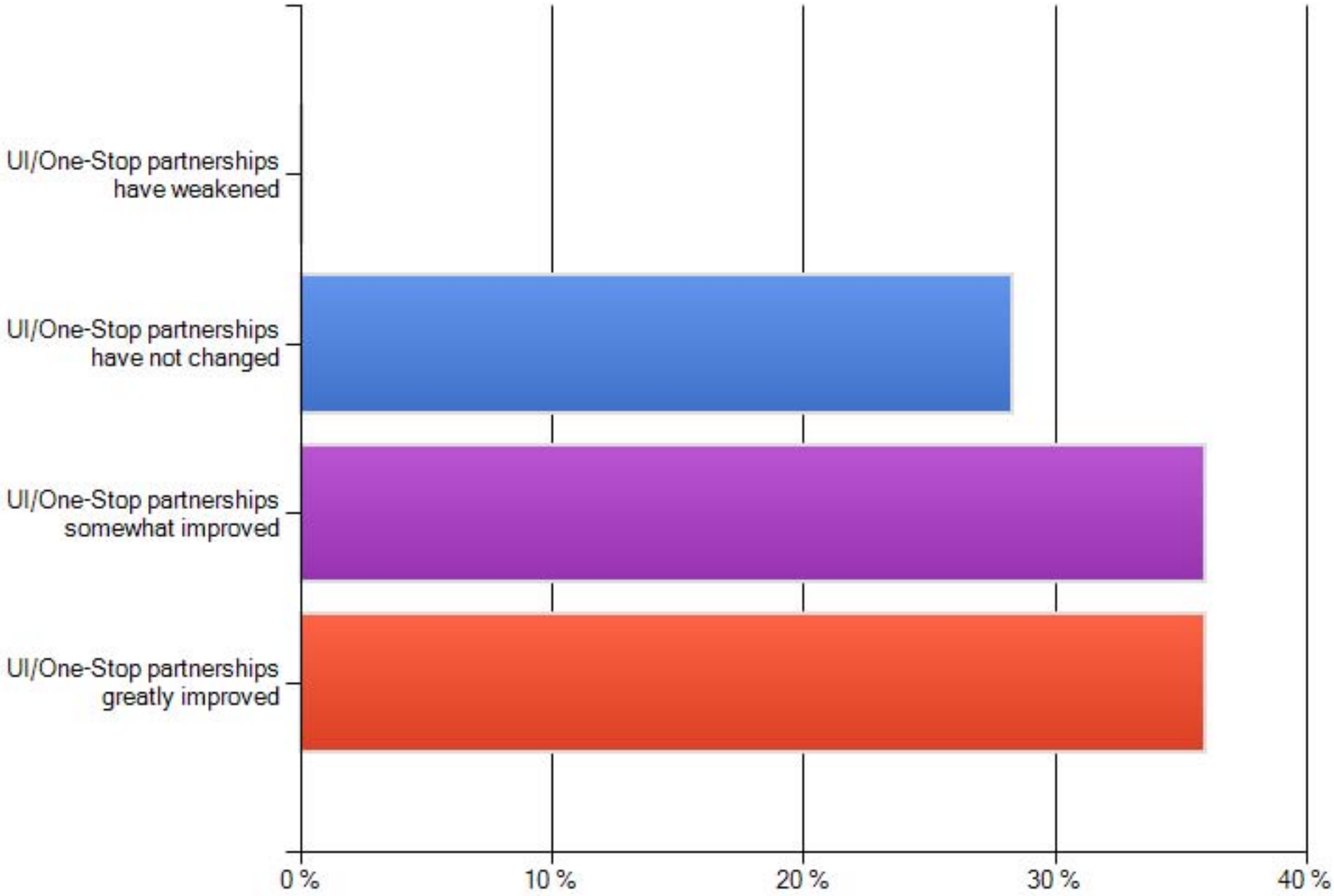
Is your State using a statistical worker profiling model to help identify services for targeted groups of UI claimants? Is this model the primary mechanism for targeting reemployment services to UI claimants? Has it been or will it be modified since the Recovery Act (for example, to expand the basis for referring UI claimants for services)?



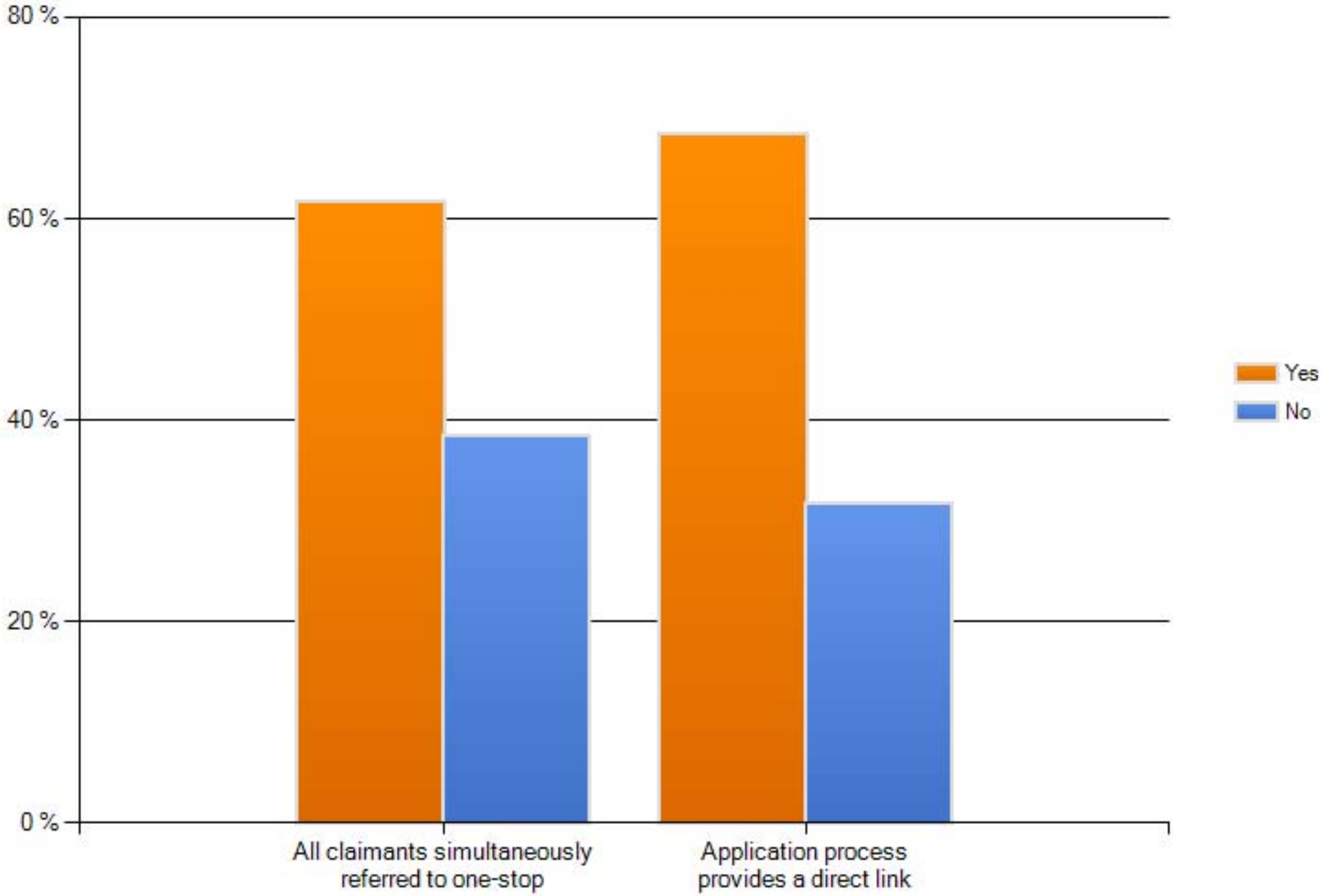
Before the Recovery Act, to what extent were Reemployment Services (RES) for UI claimants provided primarily through the One-Stop Career Centers? How is RES being provided since implementation of the Recovery Act? (check the one in each column that best describes your State) (number of states)



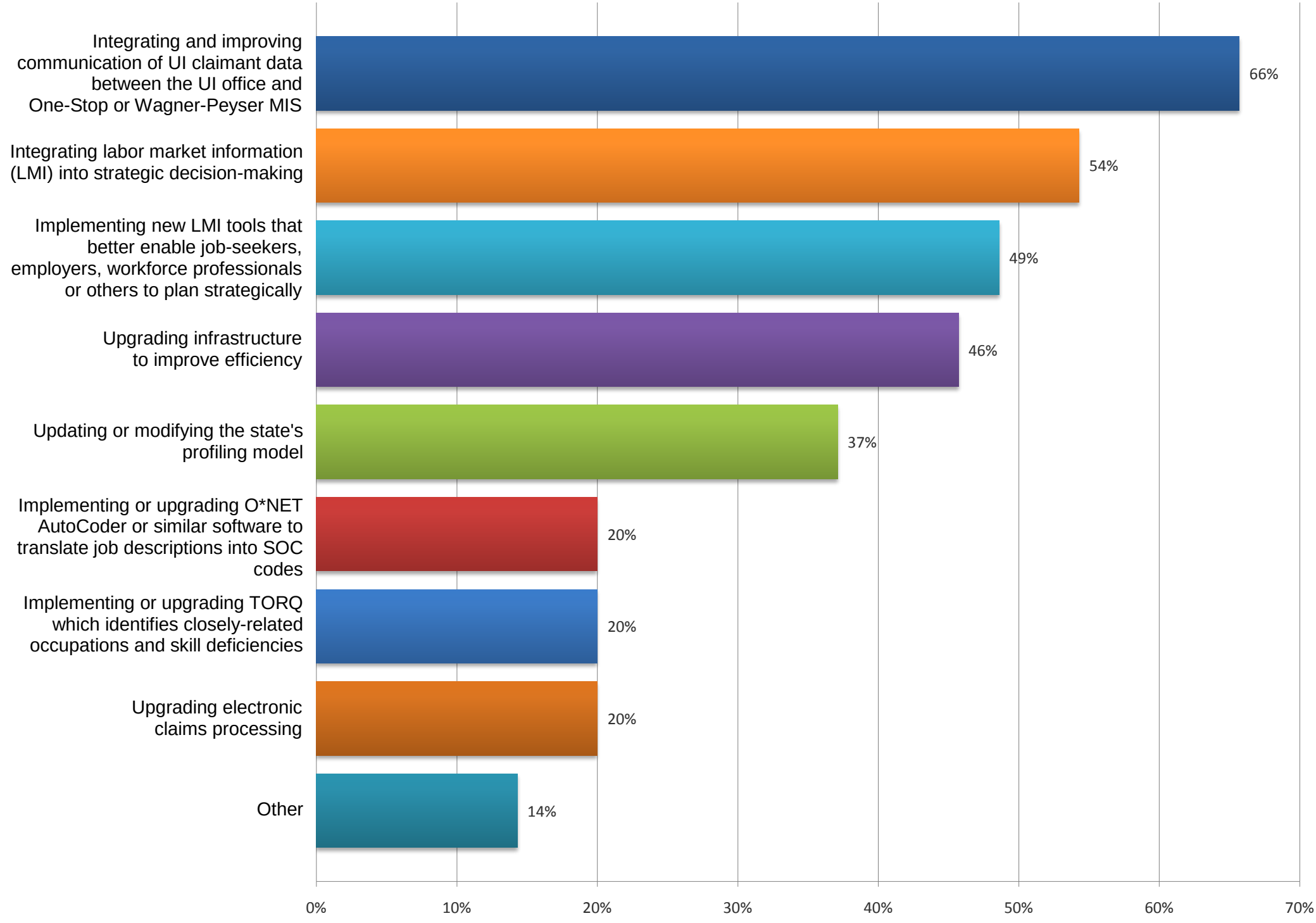
As a result of the Recovery Act, to what extent has your State strengthened partnerships between UI and One-Stop services so UI claimants are linked to a one-stop to develop and pursue a reemployment plan?



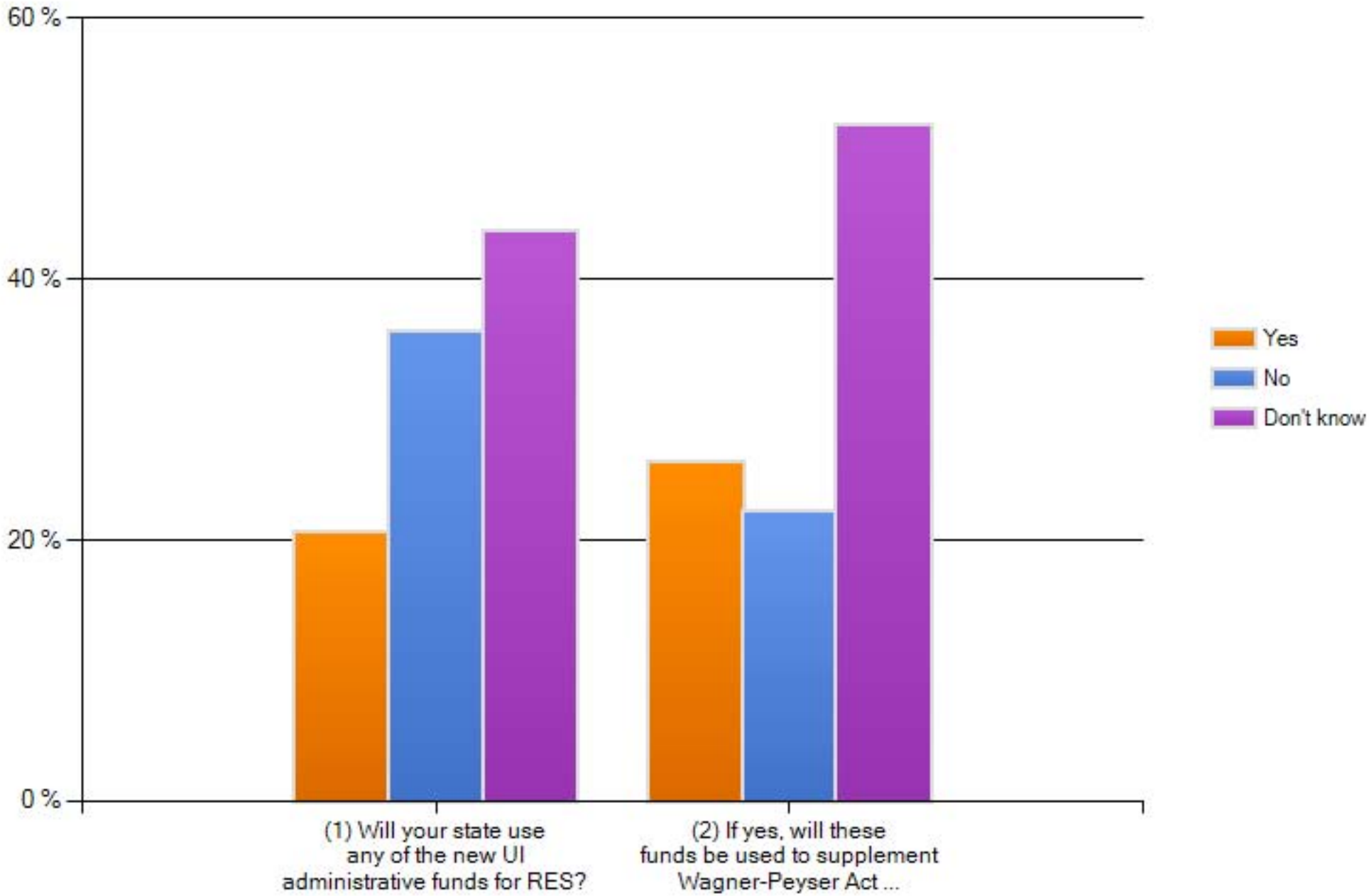
In your state, are all UI claimants simultaneously referred to their One-Stop Career Center, regardless of their eligibility for UI? If so, does the UI application process provide a direct link to a One-Stop Career Center for reemployment assistance?



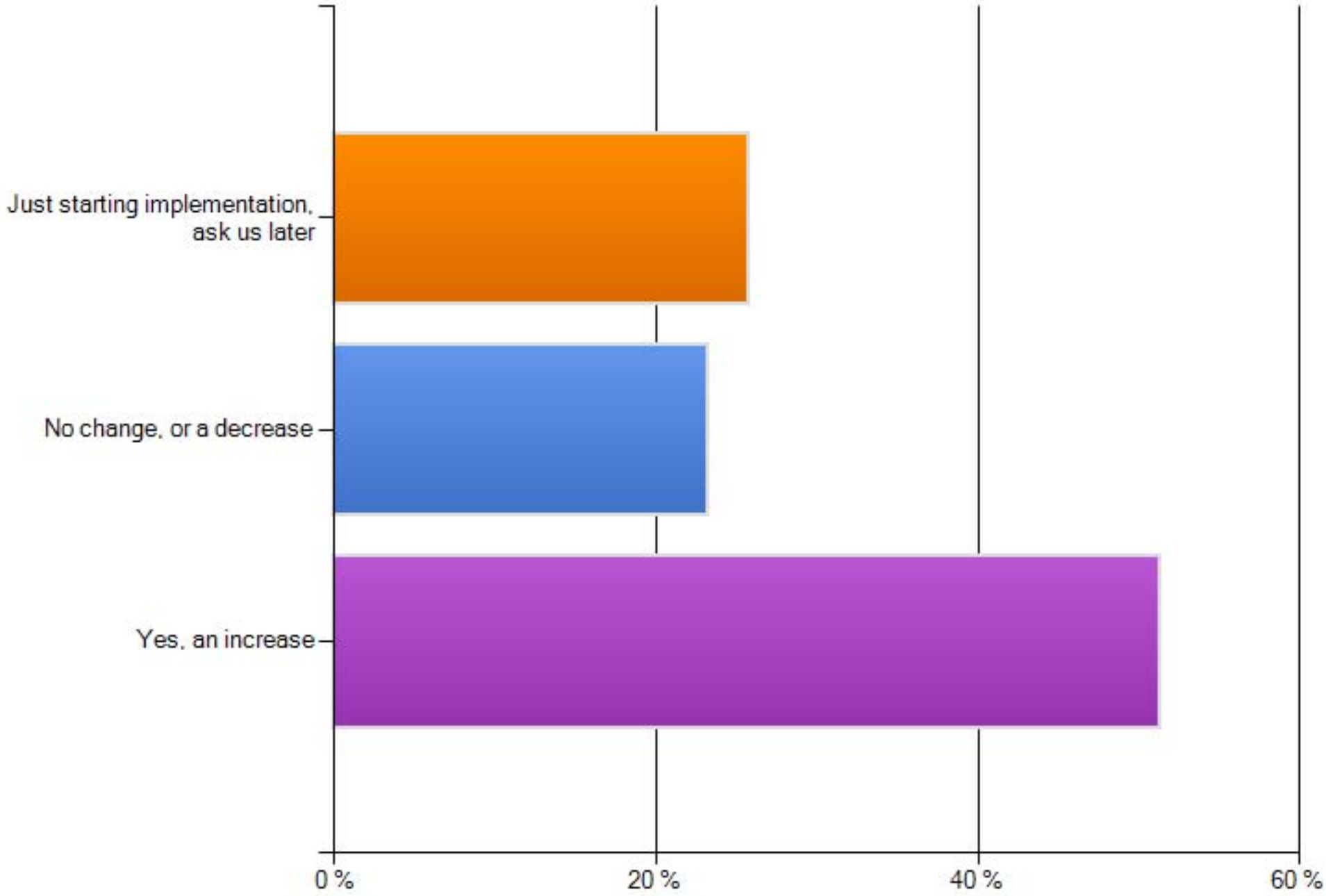
As a result of the RES funding in the Recovery Act, what technology upgrades (if any) is your state making to help better serve UI claimants?



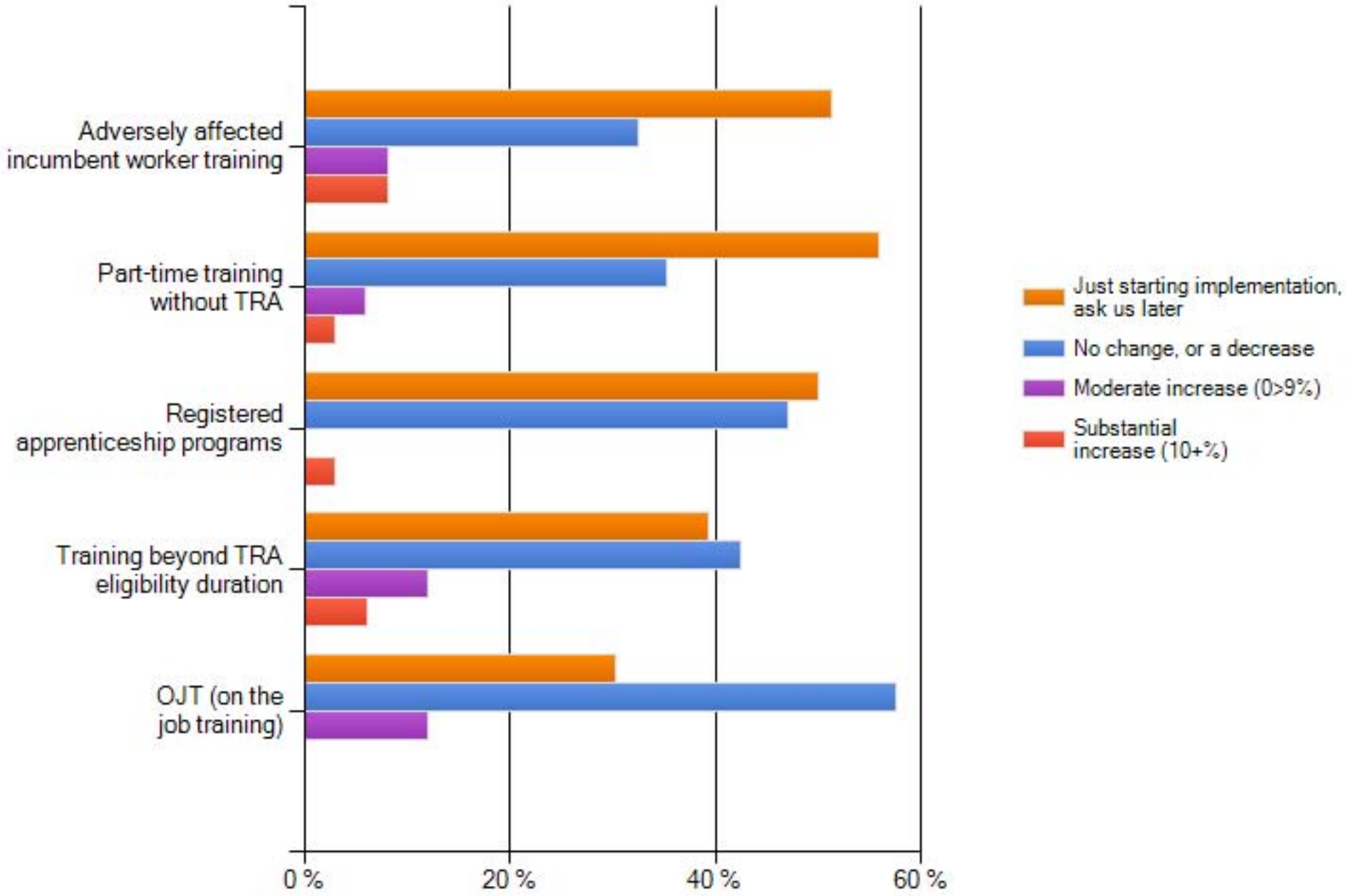
The questions above focused on Wagner-Peyser Act RES funds. In addition to these RES funds, the Recovery Act also included a provision releasing $500 million in UI administrative funds to the states, which may be used for RES. Please answer the following yes/no questions about the UI administrative funds.



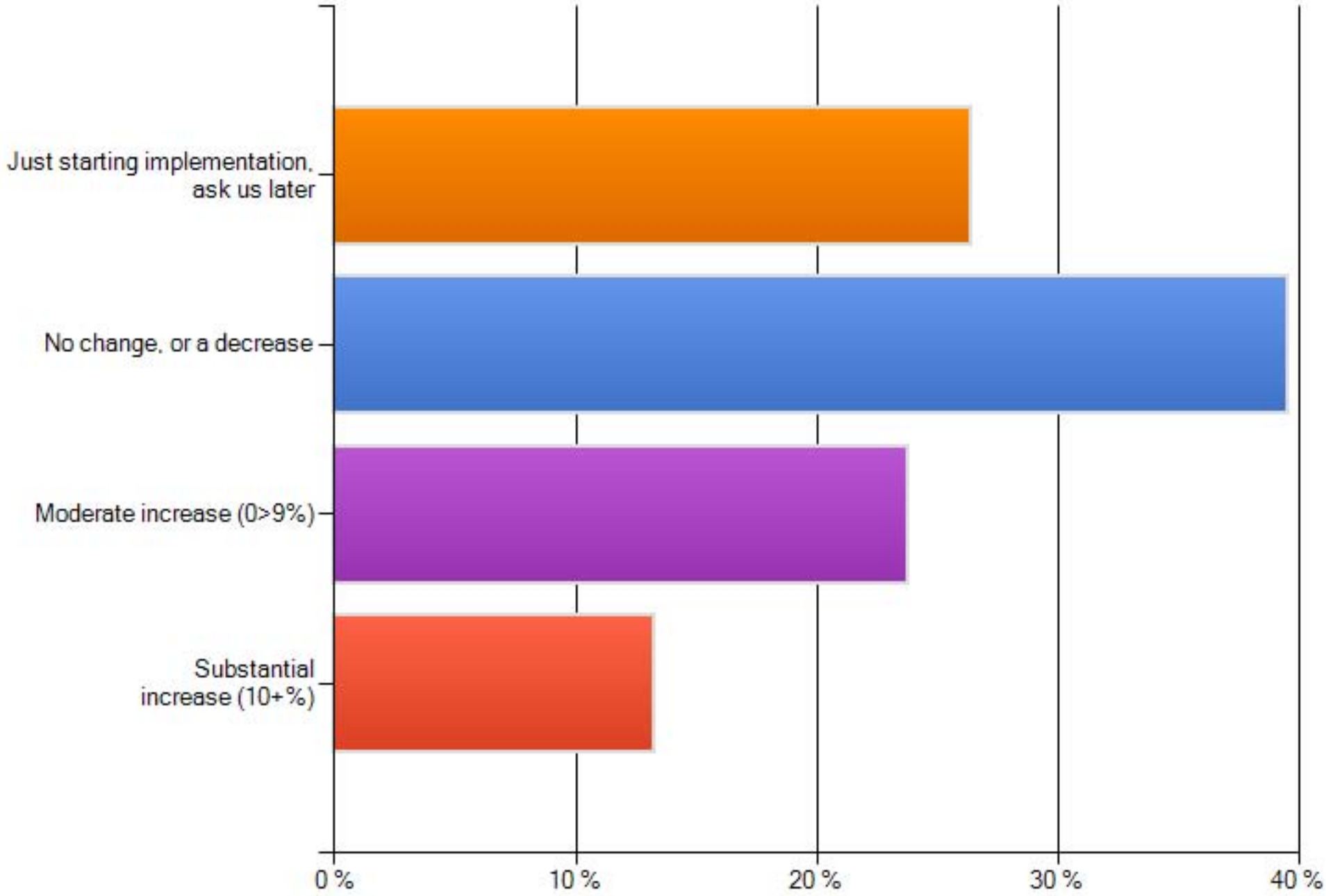
For the most recent calendar quarter for which you have data (the 2nd or 3rd calendar quarter of 2009), for the State overall, has there been an increase in the PERCENT of TAA customers receiving case-management services? Compare to the same prior-year quarter.

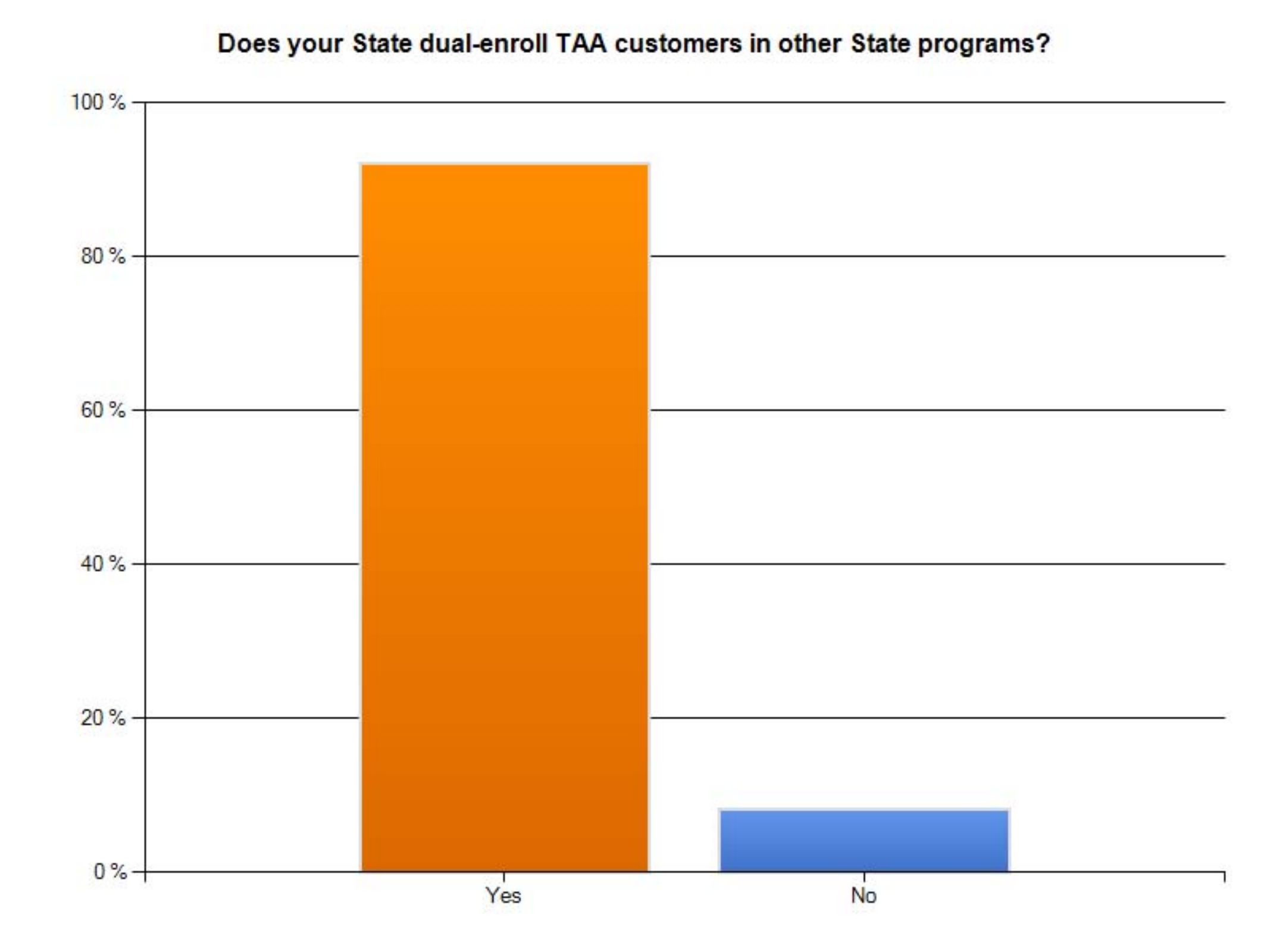


For the most recent calendar quarter for which you have data (the 2nd or 3rd calendar quarter of 2009), and for the State overall, to what extent has there been a change in the NUMBER of TAA recipients in your State's TAA program? Compare to the same prior year quarter.

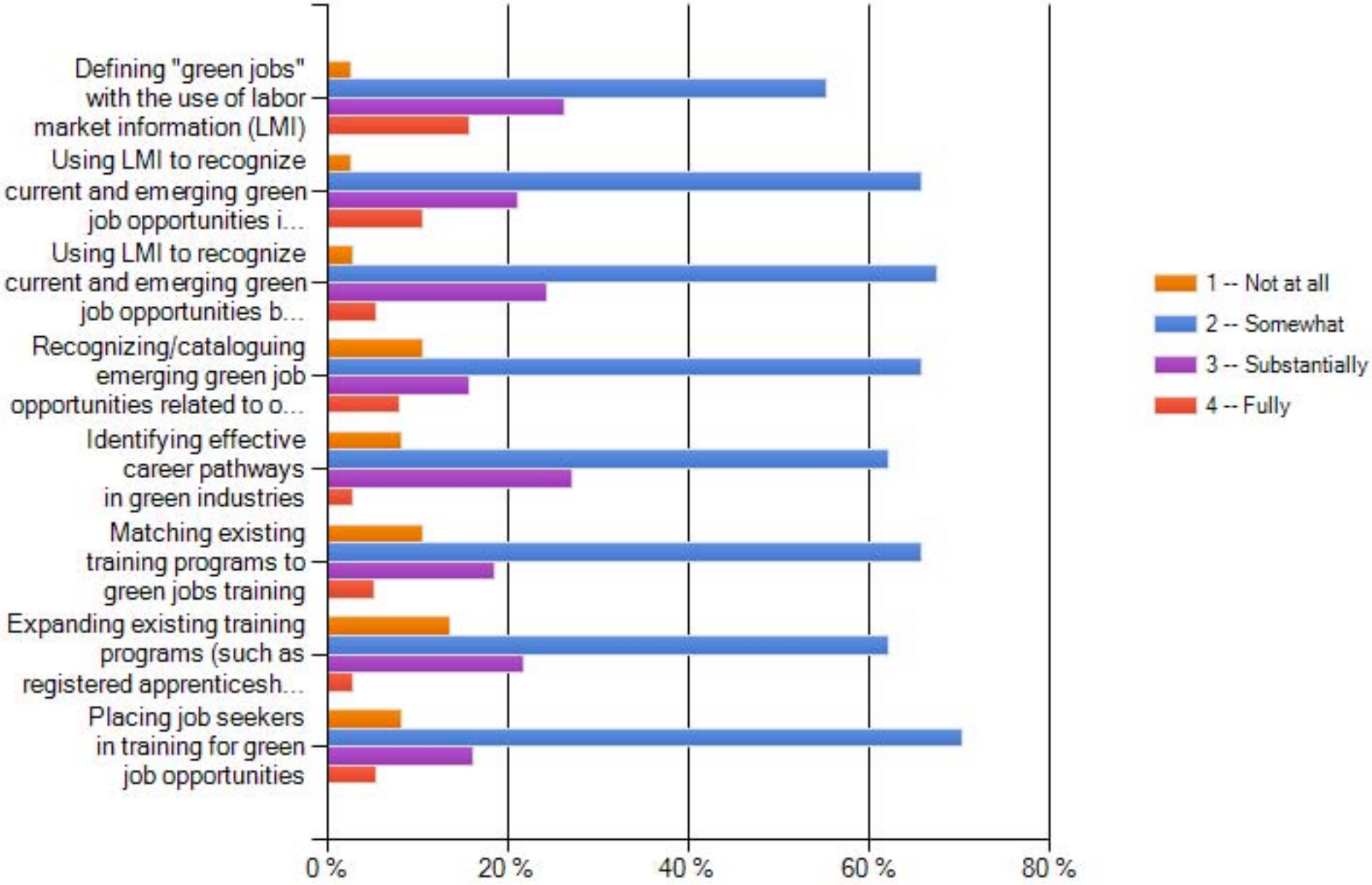


For the most recent calendar quarter for which you have data (the 2nd or 3rd calendar quarter of 2009), for the State overall, to what extent has your State increased spending for the TAA program's job search or relocation allowances? Compare to the same prior-year quarter.

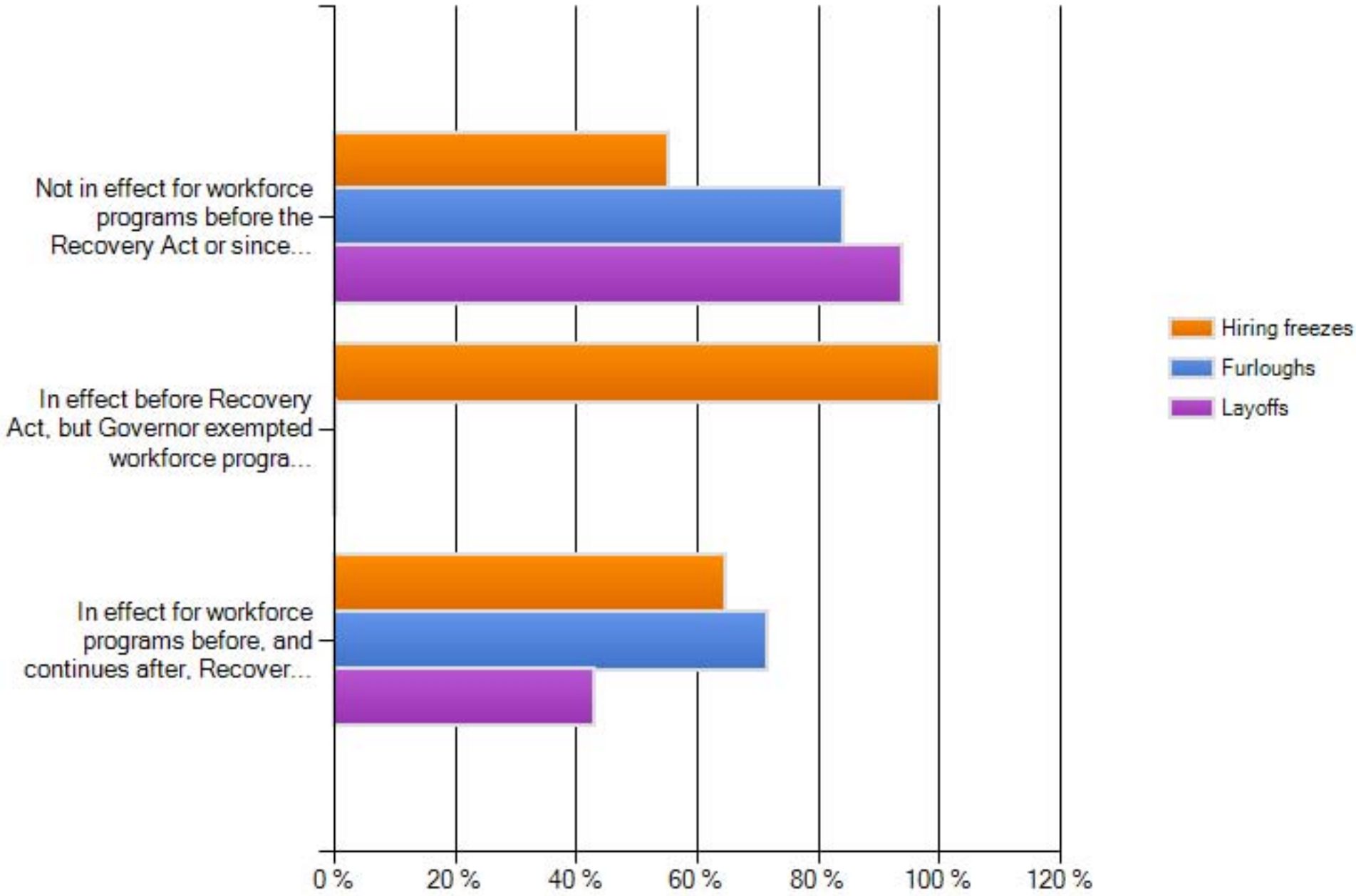



Does your State dual-enroll TAA customers in other State programs?
100 %
80 %
60 %
40 %
20 %
0 %
Yes
No

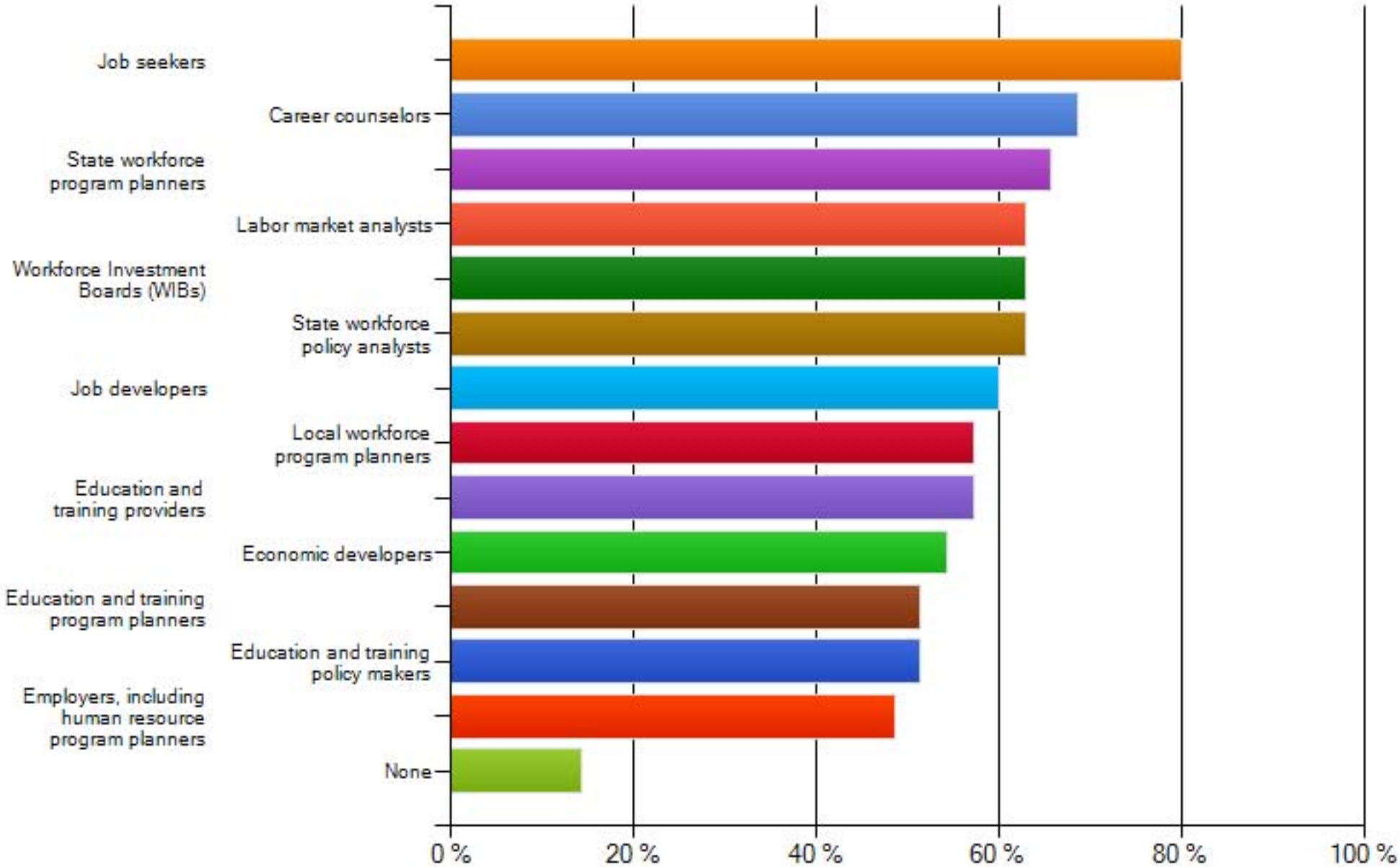
How much progress has your State made implementing the following components of a green jobs strategy? Answer based on a scale of 1 to 4, with 1 being "not at all implemented or achieved," 2 being "somewhat implemented or achieved," 3 being "substantially implemented or achieved," and 4 being "fully implemented or achieved."



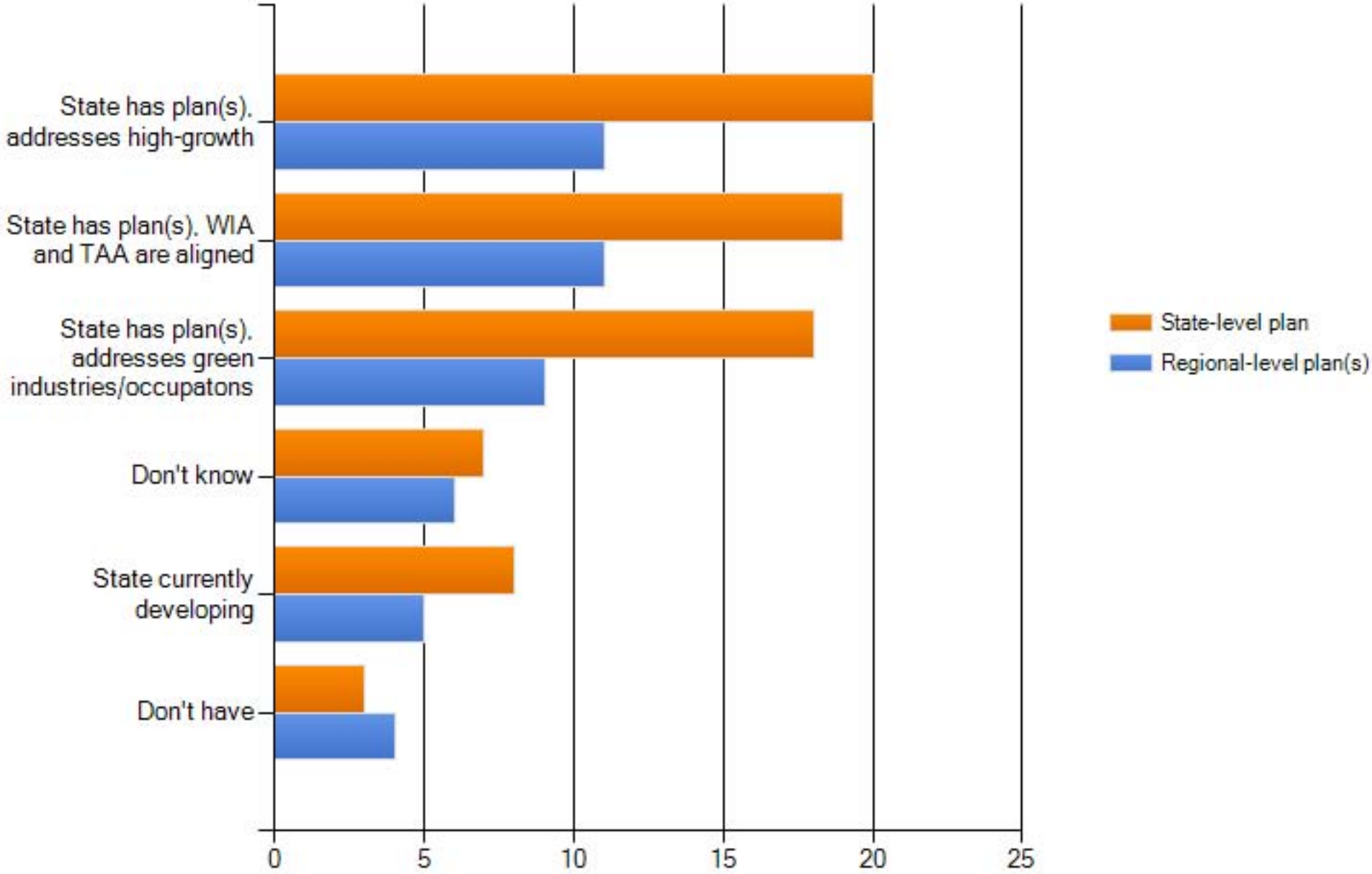
To facilitate rapid expansion of states' workforce service delivery capacity during the recession, Governors were strongly encouraged to exempt WIA and Wagner-Peyser Act programs from any state-wide hiring freezes or other personnel actions. Which of the following apply to your State?



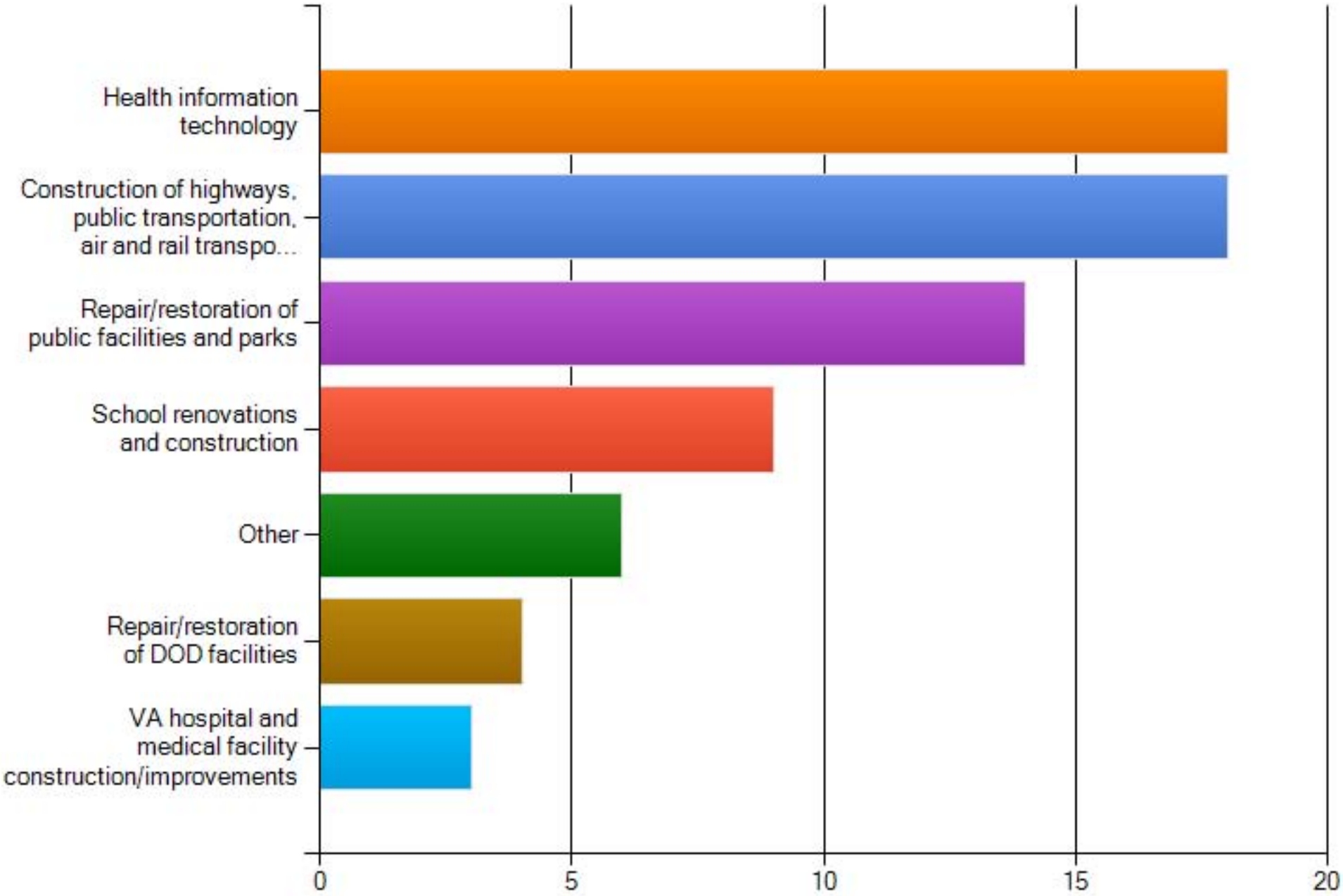
Under the Recovery Act, States are encouraged to increase Labor Market Information (LMI) availability and use, especially for strategic planning in the workforce system. With the Recovery Act funding, has your State increased LMI availability or implemented new LMI tools or innovations that will better enable job seekers, employers, workforce professionals or others to plan strategically? If yes, please check for which end-users the new information, tools, innovations or integrations are designed.



Does your State have a statewide economic recovery plan or regional-level economic recovery plans? If so, has your agency aligned WIA-Adult, WIA-Dislocated Worker and TAA activities with the plan(s)? Do the plans address high-growth industries and occupations, and green industries and occupations? Check all that apply. (numbers of states)



Below is a list of Recovery Act funding streams that will create jobs for unemployed workers. Has your State agency been monitoring these funding streams and including them in its workforce investment strategies? If yes, please check. (number of states)



Is your workforce agency running out of Recovery Act funds in any program category (i.e., the funds have all, or almost all, been obligated)? Check if yes. (number of states)