

NATIONAL ASSOCIATION OF STATE WORKFORCE AGENCIES

IMPACT OF H.R. 1 ON THE WORKFORCE SYSTEM

Survey Results of States

4/12/2011

HIGHLIGHTS

NASWA SURVEY RESULTS: IMPACT OF H.R. 1 ON THE WORKFORCE SYSTEM

April 2011

Introduction

On February 13, 2011, the U.S. House of Representatives passed legislation, H.R. 1, to fund the federal government for the remainder of fiscal year 2011, which began on October 1, 2010. Congress failed to pass appropriations for fiscal year 2011, and as a result, the government has been funded through short-term measures, known as continuing resolutions (CR) until Thursday, April 7¹.

H.R. 1, as passed by the House, would cut \$61 billion from current spending levels and \$100 billion from President Obama's fiscal 2011 budget proposal. As part of the cuts, the legislation completely zeroes out all new funding for the Workforce Investment Act (WIA) Adult, Dislocated Workers and Youth formula grant programs in Program Year 2011, which spans from July 1, 2011 to June 30, 2012.

At a time when more than 14 million U.S. workers remain unemployed, the workforce system provides vital assistance to millions of Americans. According to the U.S. Department of Labor (USDOL), during Program Year 2009 (July 1, 2009 to June 30, 2010), **over eight million WIA participants received core or intensive services, including 6.7 million adult, 1.0 million dislocated worker, and 300,000 youth participants**².

Core services include eligibility determination, outreach, intake, orientation, worker profiling, skill assessments, job search and placement assistance, career counseling and information on other services and resources including labor market information, Unemployment Insurance, etc.

Intensive services include specialized assessment of skill levels, development of an individual employment plan, identifying barriers, determining employment goals, and providing individual or group counseling and career planning.

In addition to core and intensive services, WIA funding also supports worker training, through Individual Training Accounts. Overall, however, the number of WIA participants who receive training is relatively small because of the comparatively high cost per participant. States and local boards determine the structure of the ITA system.

Funding for Adult, Youth and Dislocated Worker programs has declined since enactment of the Workforce Investment Act in 1998. For the last several fiscal years, funding has remained at approximately \$860 million for WIA Adult; \$1.4 billion for Dislocated Workers and \$924 million for Youth activities (this does not include American Recovery and Reinvestment Act funds). Yet the Great Recession resulted in a surge of workers seeking services from One-Stop career centers. Over twice as many clients were served by the WIA system in the 12

¹ On April 8, 2011, an agreement was reached among Congressional leaders and the President to cut current-year spending by about \$38 billion for the remainder of fiscal year 2011. Details on the level of cuts to WIA were not available at the time of this report.

² Quarterly Performance Report, <<http://www.doleta.gov/performance/results/Reports.cfm?#etaqr>>.

months prior to September 30, 2010 compared to the year prior to the start of the Great Recession in December 2007.

SURVEY HIGHLIGHTS

NASWA conducted this survey to learn how H.R. 1 would impact the workforce system as well as learn the impact of reductions to WIA programs. Some 42 states responded to the survey. The highlights are below and additional detail is provided in the appendices.

The NASWA survey showed the following:

- **Participants Served:** On average, during PY 2009 these states provided core and intensive services to 18,958 participants in the Dislocated Worker program, 64,776 participants in the Adult program and 6,498 participants in the Youth program. Due to the huge differences in state allocations for small states compared to large states, the numbers for each state varied greatly. The range for the Dislocated Worker program was from 123 to 305,924, and for the Adult program was from 508 to 568,284.
- **Dislocated Workers:** About 77 percent of Dislocated Workers who received WIA services in Program Year 2009 received core and intensive employment services only, **not training**.
- **Adult Workers:** Some eight percent of WIA Adult participants received training in PY 2009. The remaining 92 percent received core and intensive services only.
- **Youth Program:** The WIA Youth program provides employment and training services to both in-school and out-of-school youth. These services are especially important now when one in four youth from 16-19 year old is unemployed. Over 300,000 youth were served during PY 2009, and NASWA's survey suggests approximately forty-two percent of them received training.
- **Average Cost Per Participant:** NASWA found that, on average, states spent slightly more than half of its WIA funds on training, despite far fewer than half of those served received training. Training requires a much greater investment per worker than core and intensive services. For PY 2009, the average cost per participant in the WIA Adult program (including costs for core and intensive services and for training) was only \$167, because 92 percent received inexpensive core and intensive services. The average cost per participant for the Dislocated Worker program of \$2,184 reflected greater enrollment in the more expensive training services³.
- **Impact of Funding Cuts on Training:** If H.R.1 is passed, or similar cuts to the WIA programs are enacted, it will severely limit the ability of states to continue training workers.
 - On average, states predict that less than a quarter of workers currently enrolled in training will be able to continue in their program after June 30, 2011.

³ USDOL Employment and Training Administration, <<http://www.dol.gov/dol/budget/2012/PDF/CBJ-2012-V1-04.pdf>>

- As of July 1, the start of Program Year 2011, the survey indicates almost all new training enrollments would cease. Some 88 percent of states said no new training participants will be enrolled if federal funding for WIA ends.
- **Impact of Funding Cuts on One-Stop Career Centers:** If H.R.1 is enacted, or similar cuts to WIA programs are enacted, it will negatively impact the 3,000 One-Stop Career Centers across the United States.
 - The survey indicated more than a third of the funding used to operate One-Stops comes from the WIA program (37 percent on average).
 - Approximately 32 percent of the operating costs come from Wagner-Peyser Act funds. The remaining funds to operate One-Stop Career Centers come from other programs such as Temporary Assistance for Needy Families (TANF). However, states would be unable to operate the majority of their One-Stop Career Centers if one-third of their funding is zeroed out.
 - Together, the 32 states that responded to this question will close approximately 950 One-Stop Career Centers nationwide, resulting in approximately 12,000 employees losing their jobs. The closure of one-stops could also disrupt other services provided through the one-stops, such as TANF, Career and Technical Education (CTE), Wagner-Peyser Act Services, and assistance to veterans through the Disabled Veterans' Outreach Program and Local Veterans' Employment Representatives Program.
- **Carry-Over Funds:** The survey shows the 39 states responding to this question do not have sufficient funds from prior years, known as "carry-over" funds, to keep the WIA system operating. NASWA found that nearly all WIA funds have already been obligated or spent.
 - Of the thirty-seven states responding, no state had unspent funds from 2007.
 - The thirty-nine states responding, on average, have obligated 99 percent of their PY 2008 funds and spent 98 percent of their PY 2008 WIA funds.
 - The thirty-eight states responding, on average, have obligated 95 percent of their PY 2009 funds and spent 89 percent of these PY 2009 funds.

A complete summary of NASWA's survey can be found in Appendix 1, and individual state results can be found in Appendix 2. States also provided narratives on the impact of WIA funding on their employees; these are provided in Appendix 3.

APPENDIX 1 – SUMMARY OF 42 STATE RESPONSES

QUESTION 1

PARTICIPANTS SERVED: Please indicate the number of WIA participants provided core and/or intensive services during Program Year 2009 (July 1, 2009 to June 30, 2010) for the following programs.

Dislocated Worker

- Range: 123 - 305,924
- Median: 7,331
- Mean: 18,958
- In total, the 41 states who answered this question served 758,315 dislocated workers.

Adult

- Range: 508 – 568,284
- Median: 8,143
- Mean: 64,776
- In total, the 41 states who answered this question served 2,526,253 adult workers.

Youth

- Range: 0 – 91,918
- Median: 2,678
- Mean: 6,498
- In total, the 40 states who answered this question served 253,438 youth workers.

QUESTION 2

PARTICIPANTS TRAINED: Please indicate the number of WIA participants in TRAINING during Program Year 2009 (July 1, 2009 to June 30, 2010).

Dislocated Worker

- Range: 56 - 19,910
- Median: 1,545
- Mean: 4,365
- In total, the 40 states who answered this question trained 174,608 dislocated workers.

Adult

- Range: 185 - 29,563
- Median: 1,265
- Mean: 5,312
- In total, the 40 states who answered this question trained 212,463 adult workers.

Youth

- Range: 0 – 54,435
- Median: 800
- Mean: 3,068
- In total, the 36 states who answered this question trained 107,375 youth workers.

QUESTION 3

TRAINING FUNDS SPENT Please indicate the percent of funds spent (also known as outlays) on TRAINING activities for Program Year 2009 (July 1, 2009 to June 30, 2010).

Dislocated Worker

- Range: 7% - 94%
- Median: 50%
- Mean: 52%

Adult

- Range: 13% - 92%
- Median: 49%
- Mean: 53%

Youth

- Range: 0% - 93%
- Median: 42%
- Mean: 46%

QUESTION 4

If no new federal funding for WIA is provided on July 1, 2011, please answer the following:

How many One-Stops would close?

- Range: 0 – 157
- Median: 13
- Mean: 31
- In total, the 31 states who answered this question will close 948 One-Stops.

How many employees will lose their jobs?

- Range: 12 – 1,781
- Median: 255
- Mean: 418
- In total, the 29 states who answered this question will lay off 12,128 employees.

QUESTION 5

If no new federal funding for WIA is provided on July 1, 2011, what percent of training participants currently enrolled can continue in the program?

- Range: 0 - 100%
- Median: 10%
- Mean: 23%

QUESTION 6

If no new federal funding for WIA is provided on July 1, 2011, please indicate whether your state can enroll new participants for training as of July 1, 2011.

Forty-one states answered this question; 88% of them said that no new participants would be enrolled if no new federal funding for WIA is provided.

QUESTION 7

Please estimate the PERCENT each program contributes towards the operating cost of your One Stop Career Centers:

Wagner-Peyser

- Range: 0% - 74%
- Median: 29%
- Mean: 32%

WIA

- Range: 8% - 75%
- Median: 37%
- Mean: 37%

Other

- Range: 0% - 100%
- Median: 33%
- Mean: 30%

QUESTION 8

Please estimate the PERCENT of your state's WIA allotment OBLIGATED for the following Program Years as of December 31, 2010.

PY 2007

- All 39 states that answered this question had obligated 100% of their WIA funds for PY 2007.

PY 2008

- Range: 90% - 100%
- Median: 100%
- Mean: 99%

PY 2009

- Range: 76% - 100%
- Median: 97%
- Mean: 95%

QUESTION 9

Please estimate the PERCENT of your state's WIA allotment SPENT for the following Program Years as of December 31, 2010.

PY 2007

- All 39 states that answered this question had spent 100% of their PY 2007 WIA funds.

PY 2008

- Range: 88% - 100%
- Median: 100%
- Mean: 98%

PY 2009

- Range: 67% - 100%
- Median: 90%
- Mean: 89%

APPENDIX 2 – INDIVIDUAL STATE RESPONSES; ANONYMOUS RESPONSES WERE AGGREGATED

	Number of WIA participants provided core/intensive services during PY 2009			Number of WIA participants in training during PY 2009			Percent of WIA funds spent on training activities for PY 2009		
	Dislocated Worker	Adult	Youth	Dislocated Worker	Adult	Youth	Dislocated Worker	Adult	Youth
Alaska	729	3750	1258	729	912	1258	70	92	93
California	101,615	136,267	91,918	13,437	14,374	54,435	15	16	0
Colorado	3,711	10,117	3,423	2,895	8,438	3,215	27	49	19
Delaware	1345	1035	726	1345	1035	726	77	73	82
Idaho	1,598	334,896	992	1,281	833		67	57	
Iowa	11,727	24,521	1,502	2,708	1,068		78	76	
Kentucky	13243	21934	4388	1488	2684	296	86	83	26
Louisiana	13,542	250,331	1,951	1,453	6,222	1,417			
Maine	1,634	1,888	1,076	1,067	855	496			
Minnesota	6,594	1,802	5,125	2,822	1,138	1,303	48	31	10
Missouri	13,760	9,986	5,775	7,799	5,685		51	23	
Montana	1,178	663	560	1,178	663	560			
Nevada	418	733	0	249	229		32.82	29.08	
North Dakota	262	584	738	111	185	96	31	18	6
Ohio	23,014	24,043	14,384	11,585	9,846	8,013			
Pennsylvania	25,380	327,964	8,031	10,790	12,159	566	87	72	75
Tennessee	13,415	16,388	5,618	5,513	12,747	4,778	24	55	21
Texas	21,213	568,284	15,543	10,281	13,855	2,310	37.6	35.8	18.8
Washington	8764	6474	3590	6700	3910	895	45	36	41
Wyoming	123	606	532	56	533	151	60.6	42.25	63.14
Aggregate of 22 anonymous responses	Total			Total			Average		
	467,212	1,116,018	85,257	90,058	114,062	25,762	52	58	60

	Without new federal WIA funding...			
	...how many One-Stops will close?	... how many employees will lose their jobs?	...what percent of current participants can continue their training?	...will you be able to enroll new training participants?
Alaska	0	30	0%	No
California	144		75%	Yes
Colorado	32	295	22%	No
Delaware	1	37	0%	No
Idaho	0	69	33%	No
Iowa	6		18%	No

Kentucky	0	340	10%	No
Louisiana	63	450	0%	No
Maine	5	105	2-5%	No
Minnesota	25	301		No
Missouri	43	327	10%	No
Montana	0		58.5%	No
Nevada	0			No
North Dakota	10-12	40-60	0%	No
Ohio	76	850	1.5%	No
Pennsylvania	67	1700	100%	No
Tennessee	20	595	0%	No
Texas	157	1,780.5		No
Washington	Indeterminate	508	0%	No
Wyoming	12	46.00	0%	No
Aggregate of 22 anonymous responses	Total		Average	Percent No
	286	4644	35.21%	77%

	Percent each program contributes to operating costs of state's One-Stop Career Centers			Percent of WIA funds obligated for following the following years			Percent of WIA funds spent for the following years		
	Wagner-Peyser	WIA	Other	PY 2007	PY 2008	PY 2009	PY 2007	PY 2008	PY 2009
Alaska	35	15	50	100	92	80	100	88	67
California	0	66	34	100	99	95	100	97	81
Colorado	28	35	22	100	100	94	100	98	81
Delaware	31	54	15	100	100	100	100	100	97
Idaho	21	14	52	100	100	100	100	100	100
Iowa	20	15	65	100	100	93	100	97	88
Kentucky				100	99	95	100	95	86
Louisiana	30	70	0	100	100	92	100	100	78
Maine	34	44	22	100	90	87	100	92	90
Minnesota	18.88	17.9	63.21	100	100	97	100	100	93
Missouri	58	42	0	100	100	100	100	100	85
Montana	33	33	33	100	100	100	100	100	99.08
Nevada	63.17	8.03	37.7	100	100	93	100	100	90
North Dakota	42.02	40.27	1.62	100	100	100	100	100	95
Ohio	13	38	42				100	99.6	80.8
Pennsylvania	29.4	38.3	32.3	100	100	100	100	97	89
Tennessee	52	33	15	100	99.43	93.31	100	98.59	88.61
Texas	12	53	35	100	99.1	95.9	100	94.9	89.4

Washington	19	55	25	100	100	97	100	100	97
Wyoming	46.3	20.25	33.45	100	100	100	100	100	98.3
Average of 22 anonymous responses	33.12	37.97	29.72	100	99.27	95.50	100.00	98.24	89.01

APPENDIX 3 – STATE EXAMPLES OF THE COST-EFFECTIVENESS OF THE WIA PROGRAM

Alaska – “* Alaska's waiver authorizing the state to function as a single area state reduces the administrative burden of multiple local boards, staff and areas. * Alaska relies on labor market information to administer a demand driven system that responds to employer needs. * Alaska has a number of self service and on-line resources available through the state's one-stops including the Alaska Labor Exchange System (ALEXsys). * The state funds training and supportive services for Registered Apprenticeship as way to maximize employer and job seeker investment in training and development. *The state partners with native organizations and other employment and training programs to leverage funding and maximize the benefit to that work together.”

Connecticut – “Similar to other states, Connecticut gauges the cost effectiveness of its WIA program by comparing the average cost of services per participant to the average increase in wages earned by the participant after the completion of WIA services and “exiting” of the program. From this information, an Average Cost per Participant is calculated. The Average Cost per Participant is then compared to the Average Earnings Change in twelve Months to calculate a cost effectiveness ratio. The comparisons were made for the Adult and Dislocated Worker funding streams. Citing current data available (July 2010 to February 2011), Connecticut has used a portion of its \$13,825,131 allocation of WIA Local funds to serve 1,854 Adult and 3,317 Dislocated Worker participants. Wage records showed for each \$1.00 of WIA Adult resources spent, the 1,854 adult “exiters” realized an increase of \$2.73 in earnings. In addition, wage records indicated that for each \$1.00 of WIA Dislocated Worker resources spent, the 3,317 Dislocated Workers experienced an increase of \$7.18 in earnings after the completion of services. This method provides a point-in-time comparison and does not involve increased earnings to be amassed by the participants, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax. Therefore, the overall cost effectiveness of the programs can be estimated to be considerably higher.”

Colorado – “Adult Program: Cost per client served: \$1,705 Youth Program: Cost per client served: \$2,504 Dislocated Worker: Cost per client served: \$4,246.”

Delaware – “Continue to meet negotiated performance even during the recession without renegotiation.”

District of Columbia – “Participants that completed training: (1) exceeded retention, (2) tended to get higher paying jobs with higher average earnings and have, thus, retained their jobs longer. The District is also preparing more individuals for forecasted job opportunities. The high-growth jobs in the metro/DC area are expected to change; as a result, this will allow for more of our trainees to have opportunities for positions in higher-paying jobs.”

Idaho – “Governor's 15% funds are used to leverage other public investments in the Idaho Youth Corps, career events for youth, incumbent worker training for at-risk bi-lingual health care workers and programs for those in extreme poverty. In the adult, youth and dislocated worker programs, Idaho measured a return on investment of \$3.82 (adults), \$3.95(dislocated workers) and \$3.54 (youth) for each dollar spent in PY'09. Several waivers have allowed us to significantly reduce program overhead, including one that allows us to operate as a statewide consortium and a second waives procurement for certain youth program design framework options that allow full integration of youth programs in the one stops.”

Iowa – “The State of Iowa has had a exciting year. Iowa followed the national trend and has experienced rather high levels of unemployment. We are dealing with many more numbers as well as harder to serve individuals, which is a clear indicator that the State of Iowa is promoting continuous improvement in volume as opposed to

straight percentage performance measures. The States integration efforts have greatly increased the number of individuals served in the Adult and Dislocated Worker programs. The State is looking at implementing new ways of determining the cost effectiveness of these programs given the new integrated model that is been being used in several of the Regions during PY 2009. The State is excited about the new service strategy and will be evaluating the effectiveness of this strategy throughout PY 2010. The following is a brief description of the States return on investment posted in the PY 2009 annual report. The State evaluates the cost effectiveness of its WIA programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This comparison is made for each of the three funding streams of Adult, Youth, and Dislocated Worker. The chart below provides information on total expenditures in each funding stream as well as the number of participants. From this information, an Average Cost per Participant is calculated. The Average Cost per Participant is then compared to the Average Earnings Change in 12 Months to calculate a cost effectiveness ratio. The Average Earnings Change in 12 Months is a calculation of the average increase in Unemployment Insurance (UI) reported wages for the 4th and 5th quarters after exit over those reported for the 2nd and 3rd quarters prior to registration. The wage record information represents all data that was available for participants who exited from the Adult, Dislocated Worker, and Youth programs.

Program	Expenditures	Served Participant	Avg Cost/ Participant	Earnings C-E Change	Ratio
Adult	\$ 2,141,341	24,521	\$ 87	\$ 6,750	1:77.59
Youth	\$ 3,319,712	1,502	\$ 2,210	\$ 4,972	1:2.25
Dislocated Wkr	\$ 3,204,116	11,727	\$ 273	\$ 3,943	** 1:14.44 **

** Since the national goal for Wage Replacement for Dislocated Workers is 90%, the Earnings Change for Dislocated Workers was calculated based on 90% of pre-program earnings. For the adults exiting the program wage record data indicated that for each \$1.00 of WIA Adult resources spent there was an increase of \$77.59 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1.00 of WIA Youth resources resulted in an increase of \$2.25 in participant earnings. For Dislocated Workers wage records indicated that for each \$1.00 of WIA Dislocated Worker resources spent resulted in an increase of \$14.44 in participant earnings 12 months after the completion of services. For the dislocated worker population, maintaining wage levels is an acceptable outcome since these participants are working prior to enrollment and a primary program goal is re-employment at comparable wages. This method provides a point-in-time comparison and does not involve cumulative increased earnings, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax. Therefore, the overall cost effectiveness of the programs can be assumed to be considerably higher than this point-in-time, conservative measurement. Impact on Customer Satisfaction the State of Iowa anticipates that assisting business with filling their employee needs with underutilized populations created a positive impact on customer satisfaction with employers. The state went from virtually full employment to a rather high unemployment rate throughout the year and employers are in need of specific skills to fill their needs. We believe that our switch to a skill based matching system has increased employers confidence in WIA sending the correct person for the job, thus increasing customer satisfaction. The State has also seen that many of the most positive responses to the customer satisfaction survey have come from those individuals that receive staff assisted core services which as a part of the new service delivery strategy allows many more WIA enrollments to increase their ability to identify their skills and get the best job available with those skills. The ability of an individual to define their skills is vital in this employment environment. The State anticipates that this new service strategy will not only increase service levels but will lead to an increase in the positive response rate from our participants.”

Maine – “Maine is a small, rural state and has consistently performed well above the national and regional averages on several key performance measures. WIA funds have been consistently obligated and spend to provide adults, dislocated workers and youth with access to post-secondary education. 2009 Highlights of Maine’s public workforce system fund through WIA and Wagner-Peyser • Launched Maine’s Job Bank (in November 2008), a web-based job board that allows employers to post and manage job listings at no charge and job seekers to search for jobs from any computer connected to the internet. PY 09, 27,291 job openings were

listed and 2,311,431 job match notifications were sent out to job seekers In 2009, 118,981 individuals registered with Maine’s Job Bank. • Implemented use of assistive technology in the CareerCenters to improve access for people with disabilities. • Partnered with industry to expand workforce training opportunities in boatbuilding and composites. • Improved CareerCenter rapid response services to ensure laid-off workers receive better access to information and transition resources. • Worked with the Maine Congressional Delegation and community service providers to develop Community Transition Teams to help local economies respond to large layoffs. • Helped laid-off workers maximize Health Care Tax Credit with Dirigo Health • Consolidated and reorganized CareerCenter services to ensure a sustainable system and ongoing service delivery throughout the state following significant federal budget cuts. • Provided ongoing support to workers affected by the Base Realignment and Closure Commission (BRAC) decision to close Naval Air Station Brunswick. • Conducted an inventory of programs with a role in workforce development in Maine.”

Minnesota – “The loss of WIA Title IB resources will impact all of the partners in the one-stop because all programs are so intertwined in an integrated WorkForce Center. Of our 49 WorkForce Centers, 39 of the offices have no Wagner-Peyser staff and only eight have over five Wagner-Peyser staff. The impact on the WorkForce Centers with no WIA Adult or Wagner-Peyser staff means the other programs can not serve the Universal Customer. You will have staff coming into one-stops that are not program eligible for anything and no one will be legally allowed to serve them. Removing 17.9% of the operational monies will impact all programs. We will not be allowed to break our leases in most areas as other program staff will still occupy space and will have to take over the operational cost of the building. This will negatively impact their customer base as less resources will be available for their programs as they will have to absorb operational cost vacated by WIA.”

Missouri – “Missouri’s Success in Workforce Services • After nearly a year in planning, Missouri’s Next Generation Career Center (NGCC) integrated service delivery model was implemented in July 2010. • NGCC leveraged funding from Wagner-Peyser and Workforce Investment Act to open up access to products and services previously not available or only available to a select few. • The model streamlined the eligibility process so that anyone over the age of 18 would gain access to much needed skill assessments, skill enhancement activities like workshops, resume’ development and other job seeking best practices information. • This “Menu of Services” is considerable and is seen as “value-added” to the job-seeking customers and is leading to the identification of more skilled workers for Missouri’s employers as they make their way out of the weakened economy. • With only about 6 months of data available, some of the numbers are staggering. o In the previous delivery model, WIA customers receiving staff assisted services during the July to December timeframe was around 4,400; in this model, nearly 158,000 received staff assisted services. o The Number of unique customers seen each year has remained at about 275,000, previously only counted as Wagner-Peyser (Job Service) participants and only receiving “Job-Bank” matching services. o With the implementation of NGCC, more than 125,000 so far have received an initial assessment of their basic skills, and; over 25,000 customers have attended a workshop. o After evaluation of basic skills, over 34,000 individuals are receiving Basic Skills Remediation services to improve on those skills. o When Services are no longer received, a customer will “Exit” from our system. With previous strategies, we exit nearly 73,000 Wagner-Peyser customers each calendar quarter; in this model, less than 29,000 have exited, because there are valuable services still being accessed. o Typically around 200,000 people were “in the program” during any calendar quarter; currently there are over 295,000. • We have recently begun a concerted effort to highlight the importance of the National Career Readiness Certificate (an evaluation of skills in Reading, Math and Locating Information as confirmed by WorkKeys testing). We now have 4,250 credentialed Job Seekers in our system. In the Next Generation Career Center model, it is not so much about being able to do more with less, but to do what is right and what benefits the system by better utilizing what we have. Combining staff, focusing on the needs of the customer, eliminating barriers to service and leveraging resources will be of continuing benefit to Missouri’s workforce community,

both business and job seeker. With initial results showing such great promise, we are very optimistic about the future.”

Montana – “Montana treats all funds as 1 year money and has very small balances to carry forward in any given year. Most often those are funds under spent in Administration and Governor's Set-a-side which are then transferred to program dollars if there is not a specific use.”

Nevada – “One LWIB gave the service providers criteria to meet that included an increase to their training expenditures that, if successfully implemented, could result in additional funding for their program. With this, it increased training activities and direct client services, and limited indirect client expenditures. The other LWIB looked to technology to be more cost effective. They started a website, which is a job portal for job seekers to look for job openings in their area. Also, they started another website for employers for employee training and human resource help. The Request for Proposal process always insures that providers are cost effective because the Request for Proposal committees only award contracts to the agencies that will give the best program for the cost.”

Ohio – “In PY 2009, Ohio served 79,947 adults, dislocated workers and youth at an average cost per participant of \$2,360. (Note: the participant numbers include the 18,506 youth in stimulus activities May through September). The average six-month earnings of those who successfully complete the program are \$17,079 for dislocated workers and \$14,614 for adults. The one-stop infrastructure enabled Ohio to serve nearly 2M self-service customers plus nearly 1M customers receiving staff assisted services through WIA, National Emergency Grants, Trade Programs, and Wagner Peyser last year. “Incumbent worker training is a key element to the success of American companies. Without upgrading the skill set of those that are committed to being productive contributors to the US economy, our country is doomed to continuing the erosion of our domestic economy and dependence on foreign goods.” President and CEO, Philpott Rubber, Medina, Ohio. The Employment Source in Stark and Tuscarawas counties has forged an excellent business relationship with Union Metal Corporation of Canton. Guy Pietra, Vice President of Human Resources, recently stated in a correspondence to the Business Services Unit that “The Employment Source has been an excellent tool for recruitment activities. We have used your services to place hourly, clerical, skilled and professional level employees.” From December 2009 through September 2010 the company hired 14 job candidates referred by the Business Services Unit with a salary range of \$37,000 to \$80,000 per year. Positions included CNC computer programmer, quality control technician, buyer, weld engineer, product engineer, maintenance supervisor and production supervisor.”

Tennessee – “The WIA program created or saved 19,296 jobs in 2010. The WIA On-the-Job Training program resulted in creating 5,702 new jobs to the state in 2010. The WIA Incumbent Worker Training program provided contracts to 71 TN companies saving 5,314 employed individuals from losing their jobs and averting layoffs. Over 1,000,000 Tennesseans received services through a TN Career Center representing 20 % of the total population and 40% of the TN Workforce. Over 23,000 Tennesseans received retraining services with a placement rate over 80%. Over 21,000 Tennesseans received a Career Readiness Certificate through WIA Partnerships with Adult Education and a \$1 million investment resulted 11,805 receiving a GED, WIA representing about 10% of the total funding for AE. The wages earned for WIA participants exceed \$34,000 annually.”

Vermont – “Vermont is emphasizing OJTs due to our experience to date that these are cost-effective strategies to help participants reconnect to a career and help employers fill job openings. We have also succeeded at keeping younger youth in school, ultimately exceeding all of our younger youth performance measures, and keeping older youth in ongoing education, by using structures and relationships already in place. We served more youth with the same or fewer staff, cost effectively and with good outcomes.”

Washington – “•We know from a 2009 study that unemployed workers who used WorkSource services find jobs faster and earn more money than those who do not use WorkSource; and finding work faster reduces the drain on the unemployment fund while improving the economic status of workers and their families. •Last year, nearly \$60 million in WIA funding paid for job training and customized career-development services for more than 25,000 dislocated workers, low-income adults and at-risk youths. These funds also help support the WorkSource facilities across the state – ensuring that services by all partners of the system are readily available in local communities. Altogether, the WorkSource system provided employment services to nearly 400,000 job seekers and employers across Washington last year – almost one in 10 workers.”

Wyoming – “The Wyoming Department of Workforce Services (DWS) continually works towards its goal of implementing a high growth and demand driven approach with the many WIA program services for which it has administrative responsibility. • DWS has programs to start exploring career options, whether the individual is in high school, has graduated, has a vocational certificate, has a 2-year or 4-year college degree, or has knowledge and skills acquired through training centers, on-the-job training, or work experience. • DWS has 19 offices statewide that are well equipped with resource rooms that have computers with resume writing software, various books and videos on resume writing and interviewing, college catalogs, typing and spelling tests, and other resource materials. • DWS has reduced operating budgets by 10 percent in addition to a hiring restriction that was implemented in 2009; Wyoming has not increased state staffing, while increasing service to more participants. • DWS works diligently with other strategic partners such as state agencies, economic development councils, business partners, community partners, and educational institutions. • DWS continues to implement low-cost and no-cost improvements to program policies and instruction for staff, using video conferencing, telephone conferencing, and other technological tools, to decrease the cost of in-service training and reduce travel. • DWS has spearheaded the Wyoming Career Readiness Certificate Initiative. Launched in July 2008, the Career Readiness Certification Initiative is a statewide program designed to foster economic and workforce development in the state of Wyoming. DWS has trained staff at the local workforce centers statewide that can meet with participants to assist in determining career goals, appropriateness of job training for individuals, and/or if the individual needs additional education. Additionally, a state wide system of referral and resources is in place to provide: • Job training programs can help pay for training so that a citizen can attain jobs requiring additional skills. • Adult Basic Education that provides individualized and group instruction for adults, 16 years of age and up, in basic literacy: reading, writing, speaking, math and computer skills. English literacy instruction and civics classes are available for non-English speaking adults and those pursuing U.S. citizenship. • GED testing centers that are responsible for administering the GED high school equivalency tests to adults age 18 and over. • Referral at Wyoming's community colleges, the University of Wyoming, and vocational preparation programs. A group of adult and dislocated worker field staff frequently meet during the program year to discuss Adult, Dislocated Worker, and Youth program issues. Their purpose is to identify ways to improve services in their respective regions. This is accomplished through discussions about performance changes, best practices, use and design of forms, and problem resolution. A. Adult Program The Adult program provides employment and training assistance to adults (age 18 and older) to increase their employment, earnings, occupational skill attainment, and job retention. Three levels of service are available to adults: staff-assisted core services, intensive services, and training services. Adults must first receive staff-assisted core services before they can move on to intensive services, and must receive intensive services before they can move on to training services. Because Adult program funds are limited, priority in the provision of intensive and training services must be given to adults who are determined to be those most-in-need, such as low-income or welfare recipients. During Program Year 2009, the WIA Adult program served 606 participants at a cost of \$1,051,720 or \$1,736 per participant. Adult participants achieving employment after program participation earned an average of \$13,218.00 for the second and third quarters after exit. All three of the common measures for performance in the adult program were achieved at the required levels. After leaving the program 78.6% of the participants became employed and 85.2% retained their employment for at least six months. B. Youth Program The

Wyoming Youth Program continues to implement the Employment and Training Administration's New Strategic Youth Vision to more effectively serve out-of-school and at-risk youth through the workforce system. The new strategic vision focuses on four major areas: 1) high quality alternative education; 2) skills for jobs and career pathways in high-growth, high-demand industries; 3) the neediest youth (those in foster care or aging out of foster care, youth offenders, disabled youth, etc.); and 4) the common measures, or a performance-based Youth program focused on outcomes. The Wyoming Youth Development Council (WYDC) is a specialized committee which consists of state workforce members committed to improving results among Wyoming youth through the adoption and application of positive youth development principles and practices at the state and local levels. During Program Year 2009, 372 Older Youth (age 19 to 21) participated in the program. During Program Year 2009, 160 Younger Youth (age 14 to 18) participated in the program. Total costs for the Youth program were \$850,089, or \$1,598 per participant. All Older Youth and Younger Youth performance standards were achieved at or above the level required by DOL. Dislocated Worker Program 1. Formula Dislocated Worker Funds During Program Year 2009, the WIA Dislocated Worker Formula program served 56 participants at a cost of \$80,583, or a cost of \$1,439 per participant. After leaving the program, about 81.3% of participants became employed, and 75% retained their jobs for at least six months. The average earnings for the dislocated workers in the second and third quarters after participation were \$12,547. The Dislocated Worker program achieved all three of the program common measures for performance required by the Department of Labor."