



Alabama

December 4, 2002

Honorable Elaine Chao
U.S. Department of Labor
200 Constitution Avenue
Washington, D.C. 20210

Dear Secretary Chao:

We are pleased to submit the attached State of Alabama Program Year (PY) 2001 Workforce Investment Act (WIA) Annual Report. This Report details the PY 2001 WIA program performance information required under USDOL Training and Guidance Letter No. 14-00, Attachment G. This Report also contains additional narrative description of several Alabama WIA activities conducted during PY 2001.

Considerable progress has been made during Alabama's second full year operating workforce development programs under the WIA. We are confident the advances realized during PY 2001 will continue into PY 2002, and that WIA will emerge as an active partner in Alabama's continued economic growth.

Please direct any questions regarding the Alabama Workforce Investment Act PY 2001 Annual Report to Ray Clenney at (334) 242 - 5300.

Sincerely,

Anne A. Payne
Director

STATE OF ALABAMA

PROGRAM YEAR 2001

WORKFORCE INVESTMENT ACT, TITLE IB

ANNUAL REPORT to the SECRETARY of LABOR

DECEMBER 4, 2002

Prepared in Accordance with WIA Sections 136(d)(1), 185(d) Specifications

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State Workforce Investment Board
(as of June 30, 2002)

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Senator Jimmy Holley
Representative Locy Baker
Representative George Perdue
Representative Terry Spicer
Representative Elwyn Thomas

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Sammy Dodson, *Operating Engineers*
Danny Price, *Plumbers and Pipefitters*
Homer Wilson, *United Steelworkers*

Youth - Oriented Organizations

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Millie Dorman, *Department of Children's Affairs*
Mickey Humphries, *Department of Education*

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Ed Castile, *Alabama Industrial Development Training*
Sara Dennis, *Hoover City Schools*
Larry McCoy, *Shoals Community College, Past President*
Judy Merritt, *Jefferson State Community College*
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Howell Register, *Houston County Adult Education*

WIA Partner Representatives

Bill Fuller, *Department of Human Resources*
Fred Gainous, *Department of Postsecondary Education*
Melissa Galvin, *Department of Senior Services*
Alice McKinney, *Department of Industrial Relations*
Anne Payne, *Department of Economic and Community Affairs*

Ed Richardson, *Department of Education*
Steve Shivers, *Department of Rehabilitation Services*

Economic Development Representatives

John Hansen, *Economic Development Association of Alabama*
Robert Montjoy, *Auburn University Economic Development Institute*
Tucson Roberts, *Covington County Economic Development Association*
Todd Strange, *Alabama Development Office*
Ted VonCannon, *Metropolitan Development Board*

Local Area Chief Elected Officials

Samuel Jones, *Mobile County Commission*
Quitman Mitchell, *Mayor of Bessemer*

Community-Based Organizations

Elaine Jackson, *Birmingham Urban League*

Private Sector Representatives

Tim Alford, *Impact Consulting*
William Barber, *Alabama Gas Corporation*
Fred Blackwell, *Michelin North America*
James Brooks, *Phifer Wire Products*
Russell Brown, *DP Associates*
Stan Chavis, *Stan Chavis Insurance*
J. Ab Conner, *Connor Brothers Construction*
Gary Cooper, *Commonwealth National Bank*
Jim Cunningham, *Mercedes Benz US/International*
Bobby Dees, *Dees Consultants*
Roy Drinkard, *Drinkard Development*
Bob Gaines, *Gulf Coast Charters*
Don Heath, *Goodyear Rubber (retired)*
C. Dwight Jennings, *Jennings Outdoor Advertising*
Billy Jones, *Englewood Health Care Center*
Jimmy Junkins, *Meyer Real Estate*
Phyllis Kennedy, *National Federation of Independent Business*
James Lee, *Alabama Electrical Cooperative*
E. J. Lowery, *Abundant Life Ministerial Associates*
Charles McDonald, *Alabama Retail Association*
Morris Meadow, *self-employed*
Matt Parker, *Dothan Area Chamber of Commerce*

William O'Connor, *Business Council of Alabama*
Don Pfeiffer, *TEKSID Aluminum Components*
Sandra Ray, *Hall-Ray Realty*
Mike Reynolds, *BroadSouth Communications*

Private Sector Representatives (cont-d)

Van Richey, *American Cast Iron Pipe*
Pete Ritch, *ADTRAN, Inc.*
Rickey Robinson, *Robinson Foundry*
Barry Singletary, *Sony Magnetic Products*
Craig Smith, *Harden Manufacturing*
Sherman Suitts, *Vulcan Materials*
William Swinford, *Cheaha Construction*
William Taylor, *Mercedes Benz US International*
Kenneth J. Tucker, *Boeing Company, State Board Chairman*
Pete Turnham, *Alabama Contract Sales*
Roland Vaughan, *Sherlock, Smith, & Adams*
Charley Warren, *Ft. James Paper Company*
Bruce Windham, *Drummond Company*

Other Representatives

David Bronner, *Retirement Systems of Alabama*
Barbara Crozier, *Governor's Office on Disability*
Paul Hubbert, *Alabama Education Association*

OVERVIEW

The Workforce Investment Act (WIA) in Alabama is in its infancy. The several State agencies which actively partner in WIA services delivery are moving closer toward Statewide realization of an employee/employer needs-focused, streamlined workforce development system. This Annual Report documents Alabama's record of achievement in its second full year under WIA.

The marshaling of this service delivery through Alabama's Career Center System, a Statewide network of One-Stop Centers, provides employees/employers the opportunity to obtain needed workforce development assistance through a single, convenient service outlet. Alabama's Career Center System customers clearly have benefited from the Career Centers' centralized focus on better achieving customer satisfaction. Moreover, the emerging spirit of interagency coordination which has come to characterize the Career Centers has produced a very positive model for producing qualified employees for the state's employers.

Toward this end, the Alabama workforce development system has answered the challenge presented by WIA mandates with the development of new and innovative strategies for providing customers with the services they seek. During Program Year 2001, newly appointed WIA local area youth councils continued with the design and implementation of specifically-targeted youth workforce development programs. WIA Adult and Dislocated Worker program development has similarly progressed from their respective PY 2000 start-ups. Individual Training Accounts have emerged as the primary delivery vehicle for Adult and Dislocated Worker participant training services.

PY 2001 Dislocated Worker program growth was spurred by accelerated lay offs in a number of industries across the State. The State Rapid Response team significantly expanded its operational presence in response to this heightened worker dislocation activity.

Functional relationships between the Workforce Investment Boards and the various workforce development partners have become more firmly established. Board members and staff have begun to settle into their new roles under WIA.

Alabama: Where We Are, What We Have Done, Where We Can Go

The trend in Alabama employment towards the services industry and away from the goods - producing industry is not unlike that seen in the rest of the nation. The services sector should account for about 85 percent of all new jobs within Alabama in the coming years. About 70 percent of the services segment job growth is expected to be within the business, health, and education areas. The largest numbers of new jobs will be found in the health care services sector. The fastest job growth segment within the broader services category will be within high technology fields. In particular, computer and data processing services employment is projected to increase by 108 percent in the near term.

It does appear that five of the State's metro areas (Huntsville/Madison County, Birmingham/Jefferson County, Tuscaloosa/Tuscaloosa County, Mobile/Mobile County, and Dothan/Houston County) exhibited positive job growth during Program Year 2001. Several challenges face Alabama workforce developer. Initially, they must identify the various elements which collectively fuel this referenced positive job growth. Secondly, they must develop strategies conducive to promoting further economic advance within the growth areas. Simultaneously, they must halt and reverse job loss trends in the State's remaining five metro areas and in the State's non-metro areas.

Consumer spending has been strong during the last two years, despite a recent decline. Consistent with this emerging strength, there has been a steady growth in retail jobs throughout the State, despite the weakness in apparel and accessory retail employment.

Industry job growth trends are generally strongly linked with the associated demand for goods and services produced by those industries. Steady advances in automation, a movement which itself stems from advancing wage costs, has sharply reduced or entirely eliminated many of the entry-level manufacturing jobs formerly characteristic of this sector.

Despite the anticipated future growth of Alabama automobile production employment opportunities at the Mercedes, Toyota, Honda, and Hyundai manufacturing facilities, these industries are becoming increasingly more capital-intensive, and thereby less labor-intensive. As a result, goods-producing activities, for example, manufacturing, continue to account for a smaller and smaller share of the total employment picture. Statistically, manufacturing employment nationwide dropped from 26 percent of the workforce in 1969 to 15 percent in 1996. Over this same time frame, employment in the less capital-intensive services/retail trade sector rose from 21 percent in 1969 to 36 percent in 1996. These observations lend further credence to the projection that a greater number of employment opportunities will be found in the services sector than in the manufacturing sector.

Manufacturing facilities will progressively become even more capital-intensive, marked by increased production but with fewer workers. New technology drives new industry and heightened levels of worker efficiency, and such new technology has been in abundance. To this extent, measured output per hour in the nonfarm business sector has increased by six percent.

North Alabama's high-technology corridor seems poised to continue recent positive job growth trends

into the future. This growth would encompass both the services and the technology/goods - producing sectors. Redstone Arsenal contractors (Huntsville) have recently announced plans to expand their facilities. This action will result in more high - paying jobs for skilled Alabama workers. The number of workers employed in services, particularly in related and support industries, should also see continued growth. The Port of Mobile, in South Alabama, has recently announced plans for new construction activity, which will increase import and export capacity..

East Alabama has witnessed intensified economic activity. Several manufacturing and services firms have relocated to the East Alabama Auburn-Opelika corridor. Plans are underway to greatly expand several West Alabama transportation arteries, opening the door for this region to experience higher levels of economic prosperity.

A good mix of businesses is the heart of economic stability. Such a blending of larger and smaller employers, of cutting edge, high-tech and more functional, lesser skilled job opportunities, helps ensure that there will be sufficient labor market demand to appropriately engage the full spectrum of labor force applicants.

Information-based, high technology service industries are pulling the Alabama economy, and that of the nation, into the next century. A promising strategy for helping attract many of these emerging job opportunities lies in the State's efforts to develop a highly trained, versatile work force, and in effectively communicating that availability to potential employers and employees alike.

The Workforce Investment Partnership

Title I of the Workforce Investment Act establishes guidelines for the provision of educational, job placement, skill training, and other workforce development resources to job seekers and employers alike through a network of one-stop Career Centers. These Career Centers effectively serve as prospective employee/employer gateways to a broad array of workforce development services and resources. Many of these services are available at the Career Center physical location. Other services are made available through various other agencies, both directly and indirectly affiliated with the One-Stop network.

This Career Center network is designed to provide greater convenience for both job seeker and employer Career Center customers; that is, with Alabama's Career Center System, job seekers and employers no longer are compelled to travel to numerous locations in order to obtain the services and information they want and need.

Workforce Investment Act funds are allocated to local areas within the State. These local areas, which are charged with administrative responsibility for Workforce Investment Act program operation, in turn make these funds available to the several Career Centers operating within their boundaries.

Alabama currently has 62 Career Center System locations, including both comprehensive and satellite centers.

The State periodically evaluates WIA program performance along specific performance standards, provides the Career Centers with fund control services, and, additionally, offers any appropriate technical assistance. The Career Center performance oversight activity may trigger the awarding of State incentive monies for outstanding achievement, or it may result in performance sanctions for a less than exemplary showing.

The range of available WIA services is tailored to Adult (aged 22 years and over), Older Youth (aged 19 to 21 years), Younger Youth (aged 14 to 18 years), and Dislocated Worker (laid off, job lost due to plant closings) populations. There is greater focus on providing Adults, Older Youth, and Dislocated Workers with skills leading directly to employment. With the Younger Youth, more attention is given to ensuring achievement of long-term educational milestones than to shorter-term employment opportunities.

Specific efforts are made to ease the transition of Dislocated Workers from unemployment to reemployment. These efforts include establishment of a Dislocated Worker Rapid Response Team, which brings needed workforce development services directly to the affected dislocated workers, and, further, advises these workers regarding other available workforce development services for which they may be eligible, including applicable insurance programs and pension concerns.

Alabama has on several occasions applied for National Emergency Grant funds to ease the plight of dislocated workers. Partial grant funding has been received on most of these occasions.

Workforce Investment Boards

Under the Workforce Investment Act, Workforce Investment Boards are responsible for the design, implementation, and ongoing operation of both state and substate workforce development programs and activities. In order to better ensure that membership on the Boards is reasonably representative of the various public and private sector principals actively engaged in local area workforce development, the enabling legislation requires these Boards to satisfy fairly specific membership composition requirements. Alabama has three local workforce investment areas:

- C The Alabama Workforce Investment Area (65 of 67 Alabama counties)
- C Jefferson County Workforce Investment Area
- C Mobile County Workforce Investment Area

Members of the State Workforce Investment Board are appointed by the Governor. Local Board members are appointed by each local area's designated chief local elected official. The Governor is the Chief Local Elected Official for the sixty-five county local area called the Alabama Workforce Investment Area.

The State Board, through its ongoing promotion of a cohesive, mutually reinforcing working relationships among the several workforce development partner agency stakeholders, is the center of interagency workforce development coordination activities.

The State Board looks at the overall Statewide Workforce Development System from a broad policy point of view. Local Boards direct their focus toward the workforce development system within the particular local workforce investment area. Where either State or Local Boards give a disproportionate amount of time and attention to one program, such as WIA title I Adult, Youth, and Dislocated Worker operations, they may lose perspective on the overall workforce development system they are charged to oversee.

State and Local Workforce Investment Boards are the operational settings for much of the Workforce Investment Act - mandated coordination described below.

State - Level Coordination

State-led efforts to coordinate Worker Investment Act (WIA) program activities with those of other State and local workforce development-related local organizations begin with the initiative and leadership provided by the Alabama Workforce Investment Board. The considerable array of cross-agency Workforce Investment Act coordination activities emanating from the Board include relevant information sharing, joint program planning, execution, and oversight. The State agencies partnering with the Alabama Department of Economic and Community Affairs Workforce Development Division include:

Primary partners:

Alabama Department of Economic & Community Affairs	Industrial Relations
-Welfare-to-Work	- Unemployment Compensation
-School-to-Work	- Employment Service
-Migrant Seasonal Farmworkers	- Labor Market Information
Alabama Dept. of Education (Secondary)	Postsecondary Education
- Career/Technical Education	- Three Regional Skill Centers and Career Link Centers
- Basic Education	- Instructional & Student Services (2-year colleges)
Ala. Dept. of Rehab. Services	Human Resources (JOBS/Welfare)

Secondary partners:

Alabama Department of Economic & Community Affairs	Alabama Development Office
- Community Planning & Economic Development	Mental Health & Retardation
Ala. Dept. of Veterans' Affairs	Commission on Aging
Alabama Cooperative Extension Service	Public Health
	USDOL Alabama Veterans' Office

Specific interagency activity coordination activities include:

- ! A continuous exchange of customer information among the following entities: the Jefferson County, Mobile County, and Alabama (Balance-of-State) Local Workforce Investment Areas, the ADECA Workforce Development Division, Trade Act Programs, Employment Service/Unemployment Compensation/Labor Market Information Divisions, Postsecondary Education, Adult Education, and the Alabama Department of Rehabilitation Services. This exchange helps ensure that participant case managers will have the information they need in order to make the appropriate participant referrals to other available workforce development/other agency programs and services.

- ! Scheduled monitoring by Workforce Development Division, Program Integrity Section, staff of the progress achieved by Workforce Investment Act program participants, from their date of application through post program follow-up. This action helps determine both the level and quality of the workforce development services provided to these individuals.

- ! Each local area will take measures to ensure its service providers have resources adequate to ensure their ability to provide program applicants and/or participants with information regarding the full complement of appropriate and available training, education, support, and other services to which they are entitled.

- ! The establishment by each local area of appropriate linkages, where feasible, with programs operated under the following legislation.
 - the Adult Education and Literacy Act.
 - the Carl D. Perkins Vocational and Technical Education Act of 1998.
 - Title IV, part F, of the Social Security Act.
 - the Food Stamps employment program.
 - the National Apprenticeship Act.
 - the Rehabilitation Act of 1973.
 - Title II, Chapter 2, of the Trade Act of 1974.
 - the Stewart B. McKinney Homeless Assistance Act.
 - the United States Housing Act of 1957.
 - the National Literacy Act of 1991.
 - the Head Start Act.
 - the Older Americans Act.
 - the Trade Act.
 - Labor Market Information/Employment Statistics

Alabama's Career Center System

As referenced above, the primary medium for delivery of Workforce Investment Act title I Core/Intensive services to individuals eligible for and in need of these services is the comprehensive network of 62 Alabama Career Center System (one-stop) locations. These centers are strategically located throughout the State. Local employers may direct inquiries regarding the availability of prospective workers to local centers. Employers may also communicate to these centers their needs for workers with specific labor market skills.

The twenty-two full service Career Center locations offer local area individuals and employers a full array of one-stop services. Employment service, unemployment compensation, vocational rehabilitation and other provider representatives are actually collocated within twenty of the thirty-one comprehensive Career Centers. Where these provider representatives are not collocated, arrangements are being made to make them so. The satellite Career Centers are not full service offices, but they do provide many of the same employment assistance services, to include job information services and resource areas, available at the comprehensive One-Stop centers.

Career Center System service locations are spread throughout each of the State's three WIA local workforce investment areas.

Each of the comprehensive and satellite Career Centers has negotiated cooperative/ resource sharing agreements for onsite services delivery with local representatives of the several Workforce Investment Act stakeholder agencies. Specifically, these stakeholders include the local employment service, human resources (Temporary Assistance to Needy Families) agencies, Adult Education representatives, postsecondary education (two-year colleges), and vocational rehabilitation services.

The Alabama Career Center System works to consolidate the delivery of intake, assessment, case management, occupational/educational training referral, labor market information, job development, vocational rehabilitation, unemployment insurance information, veterans' programs, and other services presently offered the eligible public through various state agencies, into a single, localized, point of service delivery. Where the physical consolidation of local service delivery has not been possible, efforts are being made to expand interagency electronic participant/program data linkage services.

A central feature of each Career Center is the Resource Area, where workforce development services seekers may enjoy ready access to computerized databases of locally available educational, occupational training, supportive services, and other potential assets. This information resource may also provide employers with listings of locally-available prospective employees possessing the skills and work experience these employers seek.

Individual job seekers who first require additional training in order to better pursue their vocational objectives may be provided with an individual training account, redeemable at any of several eligible training providers.

At most of the Alabama Career Centers, area employers are provided space where they may conduct interviews of potential employees.

Career center case managers are available to provide whatever additional assistance job seekers and employers may require in order to better satisfy their workforce development needs.

Alabama's Career Center System partner agencies' shared goal is the furthering of the individual citizen's ability to directly access a wider variety of human resource/workforce development services assistance by entering a single door. People should no longer have to go to numerous locations to receive needed workforce development services.

Area employers, with growing confidence in the quality of Alabama Career Center output, i.e., trained, competent workers, will likely channel more and more of their recruitment activities through this network, thereby providing Workforce Investment Act program exiters with a greater array of employment opportunities.

The strategic location of career centers throughout the State helps ensure broadened access by the general public to needed workforce development services. The local governance of each Career Center facilitates the exclusive tailoring of particular service offerings to specific local workforce development needs. Further, the majority presence of private sector interests on local governance workforce investment boards enables human resource/workforce development service providers to further "flavor" these offerings with instruction in the specific skills and abilities that these local employers perceive as particularly desirable in their prospective employees.

Ongoing development of the local career center network should help further minimize services duplication/overlap among workforce development partner agencies, in turn yielding a more efficient utilization of available federal, state, and local resources. This further ensures that Alabama's Career Center System, through its comprehensive workforce development service development and delivery efforts, will be an ongoing, self-replenishing source of both proven and potential human resource talent.

The career centers may well enable the delivery of human resource/ workforce development services to a greater number of system users than did its predecessors, largely thanks to the synergy engendered through collocation. Monthly career center tracking reports indicate **797,189** One-Stop customer hits were recorded during the PY 2001 reference period (July 1, 2001 - June 30, 2002).

Alabama Comprehensive Career Centers (22):

- | | | | | |
|----------------|----------------|-----------------|---------------|------------------|
| 1) Alabaster | | 10) Fort Payne | | 19) Russellville |
| 2) Anniston | | 11) Foley | | 20) Scottsboro |
| 3) Bay Minette | 12) Gadsden | | 21) Sheffield | |
| 4) Birmingham | 13) Huntsville | | 22) Talladega | |
| 5) Cullman | | 14) Jackson | | |
| 6) Demopolis | | 15) Jasper | | |
| 7) Dothan | 16) Mobile | | | |
| 8) Enterprise | | 17) Monroeville | | |
| 9) Eufaula | 18) Pell City | | | |

Scheduled to have Alabama Comprehensive Career Centers (7)

- | | | |
|----------------|------------|---------------|
| 1) Albertville | 4) Opelika | 7) Tuscaloosa |
| 2) Decatur | 5) Selma | |
| 3) Montgomery | 6) Troy | |

Alabama Satellite Career Centers (33):

- | | | |
|------------------------|---------------------|------------------|
| 1) Alexander City | 12) Butler | 23) Livingstone |
| 2) Andalusia | 13) Clanton | 24) Marion |
| 3) Arab | 14) Fayette | 25) North Mobile |
| 4) Ashland | 15) Greenville | 26) Oneonta |
| 5) Athens | 16) Haleyville | 27) Ozark |
| 6) Bessemer State | 17) Hamilton | 28) Prattville |
| 7) Birmingham Midfield | 18) Homewood | 29) Phenix City |
| 8) Birmingham Roebuck | 19) Jefferson State | 30) Roanoke |
| 9) Blountsville | 20) Lanett | 31) Stevenson |
| 10) Boaz | 21) Lawson State | 32) Sylacauga |
| 11) Brewton | 22) Leeds | 33) Tuskegee |

School-to-Career Program

Since 1998, the Alabama School-to-Career Partnership System has grown to twenty-nine local partnerships, providing program services to students in all sixty-seven counties. As of June, 2002, over \$26.4 million of School-to-Career planning and implementation grant funds have been awarded to local partnerships.

The School-to-Career Program is a cooperative effort of Alabama public/private school systems, two and four-year colleges, local businesses and industries, Chambers of Commerce, and community-based organizations. The School-to-Career Partnership System works to foster a permanent cooperative relationship between schools and businesses.

School-to-Career is designed to make students aware of various career choices, to expose them to the world of work and to provide them the education, training, and skills development necessary for entry into the specific career each individual ultimately chooses. Quality education, a major national concern, is vital to our economic development. The local School-to-Career partnership structure reflects the common belief that education is a shared responsibility.

School-to-Career is an investment in the future. Local School-to-Career partnerships, now in their fourth year of operation, have sustained their common goal, to better ensure that ALL STUDENTS possess the knowledge, experience, and skills requisite to making meaningful career choices, and to become productive members of the community.

Another School-to-Career endeavor, now in its second year of operation, is the Alabama Career Information Network, which promotes networking, coordination, cooperation, and collaboration among various youth, adult, dislocated worker, and incumbent worker training systems. This System yields a cohesive, web-based information system which provides users with relevant labor market information, including local employment statistics, wage data, and relevant career education information. A collaborative effort is being made to enhance both the quality and to expand the scope of Workforce Investment Act activities by utilizing Network funds to launch a unique training program, exposing teachers and counselors to high-tech methods for accessing career information through the Internet.

Alabama has utilized School-To-Work Opportunity Act of 1994 funds in the development of a statewide Youth Investment System, designed to help provide the youth emerging from Alabama's public and private education system with the basic job skills demanded by employers across the state.

America's Service Locator/Toll-Free Help Line

The Department of Labor has developed an additional tool that job seekers can use to obtain employment and labor market information. This initiative is called the America's Service Locator/Toll-Free Help Line (ASL/TFHL). Those who have Internet access can readily learn where to obtain the work force development services they seek. Those who do not have Internet access can obtain this information through the America's Workforce Network (AWN) Toll-Free Help Line.

The America's Service Locator (ASL) is a tool within the America's Workforce Network. The America's Service Locator database is a wealth of information. America's Service Locator is an Internet resource designed to provide job seekers and employers with access to job, resume preparation, labor market, and training information. America's Service Locator is an Internet-based "front door" for customers seeking service information about the nearest One-Stop that actively provides the needed workforce development services. America's Service Locator also directs system users to various training sites.

The Toll-Free Help Line provides basic information regarding available dislocated worker services, to include unemployment insurance claims procedures, employer Worker Adjustment and Retraining Notification Act provisions, and local or regional adult/youth employment and training service providers. Additionally, Toll-Free Help Line operators provide callers with training providers' Internet addresses and needed assistance in accessing relevant federal and state web sites.

These services help ensure that, consistent with the principles of the Workforce Investment Act, citizens have reasonably comprehensive awareness of available workforce development services. Both America's Workforce Network Toll-Free Help line and America's Service Locator will provide the information necessary to connect workforce development system customers to State and local services. This partnership affords users a reliable telephone or Internet connection to information regarding America's Workforce Network services.

Workforce Investment Activity Resource Allocation

The State annually receives funds from the U.S. Department of Labor to conduct Workforce Investment Act, title I, Adult, Youth, and Dislocated Worker programs. Additional Workforce Investment Act program funding is available from the Federal government in the form of National Emergency Grants.

The Workforce Investment Act provides that up to **fifteen percent** of the total Adult, Youth, and Dislocated Worker funds annually granted the State may be reserved for the conduct of state-level Workforce Investment Act-prescribed workforce investment activities, which include a) State-level program administration (**five percent**), b) providing local areas which demonstrate superior program performance with incentive grants or providing local areas needed technical assistance/capacity building services (**three percent**), c) activities directly and indirectly supporting the ongoing development and operation of the State's One-Stop system, d) activities supporting the compilation and statewide dissemination of listings of eligible providers of training services, e) evaluations of program development strategies which support continuous system improvement, and f) the development of a Statewide fiscal management system.

Additionally, up to **twenty-five percent** of Dislocated Worker funds may be reserved for the Statewide provision of mass layoff/employer dislocation rapid response services.

Of the **three percent** of Adult, Youth, and Dislocated Worker allotments reserved for local area incentives/capacity building, sixty-seven percent is designated for incentive awards, and thirty-three percent is set aside for the provision of statewide technical assistance/capacity building. The specific amounts of the respective local areas' PY 2001 incentive awards were determined by their final PY2000 program performance.

PY 2001/FY 2002 Funding Levels (Allotments)

	Alabama LWIA	Jefferson LWIA	Mobile LWIA	STATE
State-Level Administration				\$2,319,796
State-Level Incentives/Capacity Building				\$1,542,570
Other State-Level Activities				\$3,468,984
Statewide Rapid Response Activities				\$3,628,771
Local Area Programs	\$33,478,286	\$2,465,806	\$3,994,929	\$39,939,021
TOTAL				\$50,899,142

Additional specifics regarding Alabama PY 2001/FY 2002 Workforce Investment Act program funding levels are found at Annual Report Attachment A.

Annual Report Attachment C is the State-level PY 2001 Adult, Youth, Dislocated Worker, and Customer Satisfaction performance goal vs. actual performance information. This data indicates Alabama exceeded seven of fifteen PY 2001 program measures and **two** of two PY 2001 customer satisfaction measures.

Alabama PY 1996 - PY 2001 performance trend analysis charts, which are found in Annual Report Attachment D, contrast Adult, Dislocated Worker, Older Youth, and Younger Youth program along common performance measures. This analysis indicates the apparent strengths of these programs relative to one another. As might be expected, it is apparent that Dislocated Worker program completers generally exhibit stronger employment and earnings levels than do their counterparts in the Adult and Older Youth programs. However, Adult employment credential attainment rates appear consistently above those of Dislocated Workers. Younger Youth outperform Older Youth in the credential attainment category as well.

This relative comparing and contrasting of participant performance trends better enables the Workforce Investment Act program managers to more fully understand which programs are more effective for various segments of our clients.

PY 2001 Participants / Exiters (4th quarter - cumm.)

Three Local Area Summary:	Total Participants Served	Total Exiters	Positive Program Exiters	Average Wage at Placement
Adults	4,888	1,921	1,113	\$8.49/hr.
Dislocated Workers	3,670	1,677	1,082	\$9.45/hr.
Older Youth	239	142	61	\$7.00/hr.
Younger Youth	3,051	472	204	N.A.
TOTAL	11,848	4,212	2,460	\$8.85

Total Number of Youth Served: 3,290 (100.00%)
Out-of-School Youth: 1,562 (47.48%)
In-School Youth: 1,728 (52.52%)

PY 2001 Programs

Statewide Rapid Response Programs

- ! The ADECA Workforce Development Division serves as Alabama's Dislocated Worker Unit, the entity responsible for coordinating statewide WIA Dislocated Worker program services, to include the development of program policy and delivery of Rapid Response services.
- ! The Dislocated Worker Service Coordinating Agency Information Network is comprised of representatives from the:

- ADECA Workforce Development Division
- ADECA Community and Economic Development Division
- Department of Industrial Relations
- Alabama Development Office
- Department of Postsecondary Education
- Department of Human Resources
- Alabama Department of Public Health
- Alabama Medicaid Agency
- Alabama Cooperative Extension Service
- Department of Mental Health and Mental Retardation
- Department of Senior Services
- Alabama Department of Labor
- Alabama Department of Rehabilitation Services
- Alabama Department of Education (Adult Education programs)

Network activities are closely coordinated with several Federal agencies, including the U.S. Department of Labor's Employment and Training Administration, Pensions & Welfare Benefits Administration, Employment Standards Administration, the U.S. Bankruptcy Court, and with small business and organized labor representatives.

The Dislocated Worker Unit Rapid Response Team, consisting of Dislocated Worker specialists from the ADECA/ Workforce Development Division and the Department of Industrial Relations, coordinates assistance to employers and workers affected by a dislocation event (i.e., substantial layoff or plant closing). The Rapid Response Team is generally made aware of dislocation events through 60 day advance notifications submitted to the Dislocated Worker Unit under requirements of the federal Worker Adjustment and Retraining Notification (WARN) Act. The Rapid Response Team may also provide assistance to employers and workers affected by dislocation events for which WARN notifications are not required, but which are expected to have a substantial impact on the local community. These dislocation events may come to the attention of Rapid Response Team staff through reports identified in the news media, through contacts initiated by affected employers, through union representatives, affected employees, or through various other state and local service agencies. Rapid Response Team efforts are closely coordinated with a wide network of agencies providing a variety of programs, services, and benefits of interest to dislocated workers.

During PY 2001, the Dislocated Worker Unit Rapid Response Team worked numerous dislocation events. These actions were precipitated both by WARN Notice receipt and by notification of dislocation events through other independent sources, such as, employers, employees, news media, and other state and local service agencies.

- ! The mission of Rapid Response services is to encourage and facilitate the dislocated workers' awareness and utilization of a broad range of services and information available through a variety of Federal, State, and local sources. The primary objective is to ease the dislocated workers' transition from the trauma of job loss to a successful re-entry into today's workforce. Each individual's full potential should be maximized.

Delivery of Rapid Response services is tailored to the unique circumstances of each individual dislocation event. On learning of an anticipated plant closing or substantial layoff, Rapid Response staff schedule on-site meetings with company management and labor representatives in order to discuss available assistance options. After consultation with the appropriate Dislocated Worker Network partner representatives, joint employee - local service agency meetings are usually organized at the local employer's worksite. Where necessary, meetings may be held at union halls or other local area community centers.

During these meetings, affected workers are provided details regarding their eligibility for and the availability of retraining services, unemployment compensation benefits, job search and placement services, interviewing techniques, health insurance continuance, pension benefits, credit counseling, entrepreneurial assistance, and more.

Employers of workers receiving Rapid Response services benefit from increased employee retention and improved employee morale. Workers benefit by receiving timely information enabling them to make more informed choices regarding their personal strategies for handling job losses and the necessary preparation for new careers.

- ! The following is a percentage breakout, by industry, of the number of workers affected by plant closings and/or layoffs where the Rapid Response Team provided assistance during PY 2001 (July 1, 2001 - June 30, 2002):

Manufacturing (Apparel/Textile)	43%
Manufacturing (Other).....	42%
Services.....	08%
Other.....	07%
 Total.....	 100%

- ! Rapid Response records indicate approximately 14,784 workers throughout the State were impacted by the plant closings and/or mass layoffs events serviced by the Rapid Response Team during PY 2001.

Eligible Training Provider Listing

In order to ensure that local One-Stops had access to a computerized Eligible Training Provider Listing subsequent to Workforce Investment Act initial implementation, the Workforce Development Division (WDD) utilized an existing system already being maintained by another state agency. The existing system was developed by a computer consulting firm under a contract with the Alabama Department of Industrial Relations (DIR), a One-Stop partner agency, in preparation for implementation of the Workforce Investment Act. The Workforce Development Division worked with the Department of Industrial Relations and the contractor to appropriately adapt the system to Workforce Investment Act title I needs. This system requires a great deal of cooperation between WIA title I entities and training providers. Alabama Career Center staff have been trained in the use of the Eligible Training Provider listing.

USDOL guidance was requested regarding questions surrounding the certification of four-year colleges, gathering and reporting of performance information, re-certification of providers, and certification of out-of-state providers. A requested waiver of WIA Section 122 8 subsequent training provider eligibility requirements was granted by USDOL. The added local flexibility enabled by this waiver will prove invaluable to both local area and state-level training provider procurement staff.

Incumbent Worker Program

One of the allowable statewide workforce investment activities, authorized under Workforce Investment Act (WIA) Section 134(a)(3)(iv)(I), is incumbent worker training. This training may be funded from the state level 15 percent set aside.

Candidates for incumbent worker training include workers whose employers have been determined to require additional training in order to appropriately upgrade their existing skills or to acquire new skills, in order that the parent business might remain competitive, and the subject workers gainfully employed. This program thus serves to help avoid worker layoffs while simultaneously increasing workers' earning potential through an upgrading of the workers' skills. Successful training completion must be coupled with employer assurances of continued employee retention (layoff avoidance), and the workers' expanded earning potential should support their greater economic self-sufficiency. Employers, through the increased capabilities and productivity of their respective workers, greatly enhance the likelihood their businesses will remain economically viable in an increasingly competitive work place. Employers must match federal funding at least dollar for dollar.

The WDD implemented a statewide incumbent worker program in January 2001. Approximately \$200,194 was made available for incumbent worker program funding during PY 2001. The incumbent worker program has enjoyed moderate success. Information on the Incumbent Worker Training Program, including an employer application to express interest in the program, is available through the Alabama Career Center System. The Workforce Development Division plans to more aggressively market this program to employers across the State in the coming months. PY 2001 Incumbent Worker programs provided services to 110 individual workers at eleven different businesses.

Jobs for Alabama Graduates

The Jobs for Alabama Graduates (JAG) program provides WIA - eligible high school seniors with in-school career/technical awareness exposure, occupational/technical training, job readiness skills, basic educational skill reinforcement, and life planning learning opportunities. The Jobs for Alabama Graduates experience greatly eases what otherwise might prove a difficult transition into the world of work. The PY 2001 Jobs for Alabama Graduates program provided services to 119 individuals.

Adult / Dislocated Worker Program Services

The Individual Training Account (ITA).

The Individual Training Account (ITA) is the primary medium for delivery of Workforce Investment Act training services. ITAs, issued to program-eligible Adults and/or Dislocated Workers who have already received Core and Intensive services without attaining employment, are specific contracts for the extension of educational or occupational skill learning services. Only training providers who have applied to and been placed on the Eligible Training Provider List may provide Individual Training Account services to Workforce Investment Act participants.

Prospective education and/or occupational training providers must meet specific criteria in order to initially obtain and subsequently retain Workforce Investment Act training provider status (see Eligible Training Provider List discussion).

Postsecondary education institutions offering instruction leading to generally recognized certification in high-demand occupational skill areas, and other similar institutions providing vocational instruction, are among the training institutions which may apply for inclusion on the Eligible Training Provider List.

On-the-Job Training

This is subsidized hiring of WIA participants by area employers. Up to fifty percent of participants' wages is reimbursed to the hiring employers as compensation for the extraordinary costs to employers in additional time and attention necessary for the training of these employees, and in recognition of the generally lower initial levels of productivity of these workers. A training period, not to exceed six months, is negotiated with the employer. Specific Vocational Preparation (SVP) criteria are applied to these contracts.

Stand-Alone Classroom Training (offered in sparsely populated areas, or for special populations)

This program provides classroom instruction in areas such as truck driving, computer technology, automobile mechanics, welding, and child care to WIA-eligible adults/dislocated workers who reside in sparsely-populated area of the State, that is, areas with limited appropriate Individual Training Account service provider availability.

Youth Program Services

Younger Youth (14 - 18) - Total Served: 3,051

Youth program services/activities include the following:

Assessment/Employability Plan Development

Younger youth receive individual assessment and vocational guidance services. Youth assessed to be in need of academic reinforcement, job readiness/ workplace skills, world-of-work transition services, and other available services are directed to these services. Participants are provided intermediate to longer-term career planning services.

Basic Educational Skills Achievement

Classroom instruction is provided to both in-school and out-of-school youth aimed at reinforcing basic skills learning. Out-of-school youth are provided General Equivalency Degree (GED) examination preparation; in-school youth educational assistance is provided to encourage them to remain in school until graduation. Training sites include local two-year colleges, community centers, and/or other public or private facilities. **2,646** eligible Younger Youth received Basic Educational Skill Achievement services during PY 2001.

Summer Program/Work Experience

A PY 2001 summer program/work experience program services were provided to **721** eligible youth. These experiences often afford valuable learning opportunities, addressing, in part, individual work place responsibilities and employer/employee expectations.

Older Youth (19 - 21) - Total Served: 239

Academic / Basic Skills Reinforcement

Older youth are provided the supplemental academic exposure needed to foster their achievement of basic academic skills, up to and including provision of the specific learning skills leading to General Equivalency Degree certification. **190** eligible Older Youth received needed Academic/Basic Skills Reinforcement services during PY 2001.

Individual Referral Services

This is enrollment in area vocational or two-year college occupational skill training classes. Training is generally restricted to vocational/occupational fields with strong local labor market demand. Program participants are provided the appropriate supportive services to help encourage them to remain in their training programs. Participants receive job placement assistance upon completion of training/occupational skills certification. **221** eligible Older Youth received Individual Referral Services during Program Year 2001.

WIA Section 136(e) Process Evaluations

Alabama continues efforts toward laying the groundwork for an ongoing, systematic approach to Workforce Investment Act process evaluation. The central objective of this effort is to identify which Workforce Investment Act Adult, Dislocated Worker, and/or Youth program services are most effective in spurring individual participant achievement of his or her workforce development goals. Additionally, process evaluations will seek to identify which Workforce Investment Act service or services seem most effective for the several identifiable demographic segments within each broader category of Workforce Investment Act participants-Adult, Dislocated Workers, and Youth.

Statistical methods employed to identify significant trends in positive program outcomes for the several Workforce Investment Act client segments served, and by distinct service providers, include Chi-Square tests for statistical independence and t-tests or analyses of variance for differences of means. Additional evaluation methods may also be employed.

A constraining factor inhibiting the timely execution of the several projected Alabama Workforce Investment Act process evaluations is the limited availability of actual, or real time, Workforce Investment Act program data. In order for these evaluations to have the greatest relevance to existing and future Alabama Workforce Investment Act programs, the studies must utilize actual program outcome data.

We therefore outline below the design of projected Alabama Workforce Investment Act process evaluations, including potential program design inferences which might be drawn from evaluation findings. The actual study results will be available for review upon request at a later date.

! Independent examinations of the respective placement (retention) efficiency of PY 2001 Workforce Investment Act Adult and Dislocated Worker programs. Both the proportion of Adult or Dislocated Worker **A**Core/Intensive Services@participants who are employed at the first (third) quarter following exit and the proportion of Adult or Dislocated Worker **A**Training Services@participants who are employed at the first (third) quarter following exit are contrasted against the proportion of all Adult or Dislocated Worker participants who are employed at the first (third) quarter following program exit.

Chi-square tests are applied to evaluation data in order to establish whether any apparent divergence between the placement (retention) performance of Adult and Dislocated Worker **A**Core/Intensive Services@participants or **A**Training Services@participants and the pooled placement (retention) performance of both the Adult and the Dislocated Worker programs should be considered statistically significant.

An indication of *significantly* greater Adult / Dislocated Worker **A**Core/Intensive Services @ or **A**Training Services@placement (retention) efficiency may trigger further investigation into any causal factors potentially driving these differences. Where appropriate, apparent strengths specific to one program may be more broadly applied.

Similar Evaluation studies will be applied to PY 2001 WIA Older Youth programs.

- ! Independent examinations of the respective placement (retention) efficiency of the specific modes of service delivery within PY 2001 Adult and Dislocated Worker training programs. The proportion of Adult/Dislocated Worker participants exiting from individual training account (ITA), on-the-job training/customized training, and overall training services who are employed at the first (placement measures) or third (retention measures) quarter following exit is contrasted against the proportion of the **combined** Adult and Dislocated Worker participants exiting from individual training account (ITA), on-the-job training/customized training, and overall training services who are employed at the first (placement measures) or third (retention measures) quarter following program exit.

Again, chi-square tests are applied to evaluation data to establish whether any apparent divergence between the WIA participant placement (retention) performance of a particular Adult or Dislocated Worker program training services delivery mode and the overall placement (retention) efficiency of that Adult or Dislocated Worker training services program should be considered statistically significant.

An indication of *significant* differences between Adult/Dislocated Worker **A**Individual Training Account **@** or **A**On- the-Job Training/Customized Training**@** program placement (retention) efficiency and overall Adult/Dislocated Worker program placement (retention) efficiency may trigger investigation into any causal factors potentially driving these differences. Where such differences are found to exist, it is useful to attempt to identify any factors behind these differences, and to further determine whether such factors may be applied to the design and implementation of other WIA training services programs.

State-level evaluation studies already conducted include a longitudinal review of selected economic data series trends, aggregated at the local area and sub - local area level. This effort involved the plotting of actual and relative growth FY 1995 - FY 2001 civilian labor force, unemployment, unemployment insurance exhaustees, unemployment insurance beneficiaries, and mass layoff data, and contrasting these plotted trends at the intra-local area and inter-local area level.

This exercise provides insight regarding local, regional, or State-level economic or demographic circumstances which might help explain any directional trend in local area-level or intra-local area- level economic indicators. There may or may not be potential for WIA program design innovations directly resulting from this and other evaluation study efforts.

Specifics regarding this evaluation study are available upon request.

Outlook

Alabama has achieved some progress toward realizing the basic workforce development goal of empowering our citizens to further their individual employment and earnings potential. The State Employment Service has received national honors for its high job placement rates. The Workforce Investment Act local areas have consistently exceeded their respective employment and earnings performance standards. Furthermore, the State's welfare rolls have declined dramatically in recent years. The effects of recent events are yet to be fully realized.

While unemployment rates in the State are very low, the incidence of **underemployment**, as suggested by earnings below the regional average for many of our citizens, is high. There are jobs, but the future earnings and promotional potential of too many of these jobs is limited. The State's illiteracy rate is high. Too many of our citizens still live in poverty, and have little hope of ever rising far above their economic circumstance.

There is clearly a need to better educate our people, to provide reasonably comprehensive basic skill learning opportunities, to encourage high school completion, and to provide solid post-high school vocational training opportunities. The building of a better educated and more highly-skilled Alabama work force will encourage more employers to set up business within the State, providing more and better individual employment/earning opportunities.

The task before us is formidable, but Alabama has the tools to get the job done.

The emergence of Alabama's Career Center System, together with the active participation of State employers, provides a fertile learning ground for those who seek to expand job skills, and for individuals who already possess the needed skills, but require a degree of polishing to enhance their prospects for successful workforce entry. Alabama's Career Center System provides useful direct placement assistance for those who are currently job ready.

The fundamental goal of WIA is to provide a coordinated workforce development system to better enable individuals to maximize their employment and earning opportunities. The continued success of Statewide WIA implementation will help boost Alabama toward fuller achievement of this goal.

WIA Costs Relative to Effectiveness

PY 2001 Annual Report instructions provided the States by USDOL indicate that these Reports should include A...A discussion of the costs of workforce investment activities relative to the effects of the activities on the performance of the participants....@

These instructions further indicate that States A...may want to include information ... about the mix of services selected and the outcomes expected from these activities ...States may indicate actual Federal outlays for selected activities....@

Workforce Investment Act Acosts@ and their attendant Aeffectiveness@ must be viewed separately. Under the existing Workforce Investment Act information gathering structure, the State 15% Activity, Rapid Response, Adult, Dislocated Worker, and Youth costs included both in Workforce Investment Act Quarterly Reports and in this Annual Report are Areal time@ - those **actually incurred** over the reference period, i.e., July 1, 2001 - June 30, 2002. On the other hand, the most tangible measures of WIA Aeffects@, participant outcomes, are based upon lagged U.I. Wage record data, and are therefore do not Aline up@ with corresponding cost figures.

We, therefore, submit that any program performance-related inference made or conclusions drawn from comparing currently available WIA cost and WIA participant/program performance information may not be entirely valid.

This Report does indicate, at APY 2001/FY 2002 Programs@, the several State- and local area-level WIA participant programs operated during PY 2001. The Report further details, at APY 2001 Cost of Program Activities@, outlays of Federal funds made in support of these several programs. The application of Cost/Effect analytical constructs to these Amismatched@ data fields would not be appropriate.

A limited, independent examination of PY 2001 WIA expenditures relative to fund availability, utilizing allocation and expenditure data provided within this Report, may however, be relevant.

PY/FY 2001/02 WIA Fund Usage

	PY/FY2001/02 Allocation (Program Funds)	PY/FY2001/02 Expenditures (Program Funds)	Usage Ratio
State Rapid Response	\$3,628,771	\$3,005,261	82.81%
Local Area Adults	\$13,871,620	\$8,296,198	59.81%
Local Area Dislocated Workers	\$8,723,031	\$3,650,888	41.85%
Local Area Youth	\$14,769,134	\$2,173,832	14.72%

The highest PY/FY 2001/02 WIA fund Usage Ratio, as indicated above, is in the State Rapid Response/Dislocated Worker program. The lowest Usage Ratio is in the Youth category.

These findings are consistent with the general PY/FY 2001/02 WIA program experience in Alabama. Our State, along with much of the nation, continues to be plagued by mass layoffs and plant closures. All available Dislocated Worker dollars, along with Rapid Response funds, are directly applied to the provision of needed WIA services for those affected by these lay offs.

The Alabama Dislocated Worker program continues to spearhead WIA programs and activities conducted within our State.

The above WIA Fund Usage table correctly depicts a low fund usage rate for PY 2001 Youth programs, reflecting the difficulties experienced Statewide in connection with PY 2001 Youth program development.

The legislation prescribes that the majority of local area WIA Youth activity planning and execution will emanate from local Youth Councils. However, one or more of these Councils were not entirely functional during much of the Program Year. The absence of fully functional Youth Councils adversely impacted both the quantity and quality of WIA Youth programs offered through the State's local areas. This situation of fewer available programs, in turn triggering lower program expenditure rates, was more prevalent with regard to 14-18 year old Younger Youth activities.

These particular hindrances to WIA Youth activity program planning and execution have largely been resolved for PY 2002 programs. Youth Councils are firmly in place for each of Alabama's three WIA local areas.

PY 2001 Areal time@ Adult, Dislocated Worker, and Youth program expenditures may be contrasted against the Areal time@number of Adult and Dislocated Worker participants entering employment, and the number of Youth program exiters achieving employment, skill attainment, or high school diplomas. This participant placement data is not gleaned from U.I. Wage records, but rather from Alabama Career Center System files.

	PY/FY2001/02 Expenditures	PY2001 Positive Program Exits	Expenditures per Positive Program Exit
Local Area Adults	\$8,296,198	1,113	\$7,453.91
Local Area Dislocated Workers	\$3,650,888	1,082	\$3,374.20
State / Local Area Youth	\$2,173,832*	*1,465	\$1,483.84
Total	\$14,120,918	3,660	\$3,858.17

* - Positive exits count greater than total exiters count due to multiple skill attainments by several younger youth program exiters.

This expanded analysis suggests that PY 2001 WIA Youth programs, despite their start-up difficulties, achieved a cost efficiency record superior to that of the PY 2001 Adult and Dislocated Worker programs. Not here reflected, however, are costs incurred for the many WIA Youth participants who failed to achieve

program objectives and realize positive program exit during PY 2001.

Participant Characteristics

CHARACTERISTICS	ADULTS	DISLOC. WORKERS	YOUTH		TOTAL
			In School	Out of School	
Female	3,014	2,198	1,638	141	6,991
Male	1874	1,472	1,413	98	4,857
White	2,362	2,377	457	777	5,973
Black	2,195	912	1,122	1,495	5,724
Hispanic	15	17	3	4	39
Other	52	34	9	17	112
14 - 18	204	8	1,551	108	1,871
19 - 21	540	83	79	131	833
22 - 54	4,039	3,138			7,177
55 and Over	142	319			461
Welfare Recipient	742	166	478	67	1,453
Offender	12	1	1	9	23
Displaced Homemaker	5	7			12
High School Graduate	2,229	1,753	13	26	4,021
Total Participants	4,888	3,670	3,051	239	11,848
Total Exitters	1,921	1,677	472	142	4,212

Success Stories

- ! WIA Dislocated Worker program retraining opportunities helped a laid-off worker realize a childhood dream.

Although employed as a machine operator for 19 years, he had long been fascinated with the world of aviation. He came to realize that the devastation accompanying his job loss might actually be an opportunity to renew pursuit of a career in aviation. Career Link staff provided him a comprehensive assessment, career guidance, and job search assistance. A Career Link job developer contacted a local aviation company to discuss this gentleman's career interests. An On-the-Job Training contract for aircraft maintenance worker training was negotiated, and the "childhood dream" began to unfold.

Following seven months of On-the-Job Training, marked by excellent periodic performance evaluations, this former machine operator was rewarded with full-time, regular employment as an aircraft maintenance worker. His eagerness to learn and highly-positive work attitude caught the attention of his new employers. He received an increase in pay, and was encouraged to pursue Certified Airframe and Power Plant Technician federal licensing training. With successful completion of this training, he will see a further increase in pay, but he isn't stopping there. His goal is to learn to fly, and obtain a pilot's license.

- ! Nontraditional career training proved to be the answer for a single father seeking a better life for himself and for his family.

Although he had considerable experience in the construction industry, the nature of his work was highly seasonal, and, therefore, his income from this employment was inconstant, at best. His initiative led him to contact the local WIA Career Link offices, where staff assisted him in exploring available career options. Although he was initially interested in the Registered Nursing program, he opted for more immediately available Licensed Practical Nursing training.

Career Link staff describe this gentleman as the ideal WIA customer. He was always prompt with his grades/schedules, and very appreciative of Career Link staff time and efforts on his behalf. He even provided the Career Link staff with a thank-you note following his graduation.

He is today employed with a local hospital. He enjoys his Licensed Practical Nursing working environment, to include both his fellow employees and the patients he serves.

- ! A welfare mother with little meaningful work experience and limited immediate prospects for a brighter future fashioned a new life for her and her child through involvement in a local area WIA Licensed Practical Nurse Certification program.

Following her certification for TANF program eligibility, her assigned case worker counseled her regarding available vocational opportunities. The case worker determined this young woman had a strong aptitude for medical occupational fields, and referred this young mother to WIA.

Upon successful completion of training, she received her LPN certification, and secured employment at a local hospital. She now has set her sights on the next rung in her career ladder. She will begin the local area RN Mobility program in January 2003.

- ! For this third generation teen-aged welfare mother and former high school drop out, with no high school credentials and with no meaningful work history, future prospects seemed bleak indeed. She had little interest in seeking better living conditions for herself or for her children.

Despite this reputed indifference, her case worker saw in her unrealized potential. She was placed in an OJT slot and matched with a Job Coach. After experiencing initial learning difficulties, she was counseled by the case worker regarding proper job and job performance attitudes, as well as provided self help strategies designed to minimize her perceived learning difficulties.

The combination of case worker involvement and the welfare mother's emerging determination paid off. She was brought on as a regular employee following expiration of the OJT, and she has since done well. Today, this former welfare mother is becoming increasingly self reliant and productive. She has shown herself and her children there is much more to life than continued welfare dependence.

- ! An academically struggling high school senior received the general learning reinforcement and specific remedial math and science instruction needed to help her pass the Alabama High School Graduation Exam. Encouraged by her success, she entered a summer work program preparatory to her Fall enrollment at a local college, where she is studying to become a Registered Nurse.

She has excelled, amassing a record of solid academic achievement. She works part-time as a Library Aide on campus, a job in which she not only helps her self by earning extra money, but is in a position to help counsel and otherwise assist fellow students.

She is deeply grateful for the opportunities afforded by the WIA-sponsored training. Her life has been turned around from a dead-end, paycheck-to-paycheck existence. She now looks forward to a brighter future, and is anxious to share her story of hard work and determination with others.

Attachments

- A) Local Area WIA Planning Allocation for PY 2001/ FY 2002*
- B) Statewide Monthly One-Stop Customers*
- C) State - Level PY01 Performance Incentive Analysis (7/1/01 - 6/30/02)*
- D) State - Level Adult, Dislocated Worker, Youth Program Performance Trends:
PY96 - PY01 Performance Indicator Line Charts*

D) ***State-Level Adult, Dislocated Worker, Youth Program Performance Trends:
PY96-PY01 Performance Indicator Line Charts***

The following six line charts depict Alabama workforce development program performance trends over the reference period, PY 1996 through PY 2001 and provide a degree of longitudinal perspective on the progress these programs have achieved.

This analysis platform has the potential of aiding workforce development professionals better identify both the strengths and weaknesses of their respective programs, as measured by program output.

WIA Annual Report Data

State Name: AL

Program Year: 2001

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69.36	82.39	1,273	1,564	1,564	81.4
Employers	67.32	85.49	1,030	1,062	1,062	97

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64.5	69.6	835
			1,200
Employment Retention Rate	83.2	51.2	501
			978
Earnings Change in Six Month	2,645.35	1,057	1,030,683
			975
Employment and Credential Rate	45.9	63.7	363
			570

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	68.8	11	80	24	60.9	39	64.8	35
		16		30		64		54
Employment Retention Rate	45.5	5	54.2	13	41	16	54.3	19
		11		24		39		35
Earnings Change in Six Months	895	9,845	518	12,426	1,550	60,455	1,488	52,087
		11		24		39		35
Employment and Credential Rate	50	4	52	13	43.1	22	46.5	20
		8		43		51		43

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	67.8	675	78.4	160
		996		204
Employment Retention Rate	48.6	350	58.5	151
		720		258
Earnings Change in Six Months	1,246	823,821	808	206,862
		661		256

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62.6	77.6	1,006
			1,296
Employment Retention Rate	80.8	52.4	527
			1,006
Earnings Replacement in Six Months	105	108.4	7,379,076
			6,810,087
Employment and Credential Rate	45.4	71.6	521
			728

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	75	21	35.3	6	75.4	92	100	1
		28		17		122		1
Employment Retention Rate	33.3	7	50	3	42.4	39	100	1
		21		6		92		1
Earnings Replacement Rate	1,993.4	135,871	236.6	35,942	297.9	473,584	100	9,225
		6,816		15,190		158,963		9,225
Employment And Credential Rate	44	11	42.9	6	51.6	48	100	1
		25		14		93		1

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	74	763	91.7
1,031			265	
Employment Retention Rate	42.1	321	84.8	206
		763		243
Earnings Replacement Rate	79.1	4,295,500	223	3,083,576
		5,427,472		1,382,615

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67.7
Employment Retention Rate	78.8	41.5	22 53
Earnings Change in Six Months	2,050	787	41,693 53
Credential Rate	38.7	39.8	35 88

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	75	3	0	0	66.7	4	58.2	39
		4		1		6		67
Employment Retention Rate	50	2	0	0	25	1	20.9	9
		4		1		4		43
Earnings Change in Six Months	260	1,038	0	0	-743	-2,972	398	15,126
		4		1		4		38
Credential Rate	0	0	0	0	16.7	1	47.3	44
		4		1		6		93

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	60.6	80.4	1,292
			1,606
Diploma or Equivalent Attainment Rate	40.4	29.3	39
			133
Retention Rate	48.2	45.9	122
			266

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.7	13	68.1	64	90.6	451
		15		94		498
Diploma or Equivalent Attainment Rate	0	0	1.1	1	3	15
		15		94		498
Retention Rate	75	3	23.1	3	18.8	6
		4		13		32

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	67.5	795	1,455	1,595,638	1.6	29	8	9,411	36.8	697
		1,177		1,097		1,846		1,109		1,896
Dislocated Workers	85.1	963	133.3	2,191,307	1.7	28	9	10,131	41.3	683
		1,132		1,643,932		1,654		1,072		1,654
Older Youth	70.9	315	1,546	686,480	1.5	2	7	901		
		444		444		130		128		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	4,888	1,921
Dislocated Workers	3,670	1,677
Older Youth	239	142
Younger Youth	3,051	472

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,616,767.00
Local Dislocated Workers		\$4,631,858.00
Local Youth		\$1.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,060,473.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,865,168.00
Statewide Allowable Activities 134 (a) (3)	Statewide Administration 5%	\$126,024.00
	Statewide Capacity Building	\$182,482.00
	Local Area Incentive Awards	\$309,329.00
	Other Expenditures	\$299,633.00
	ITAs for Dislocated Workers	\$335,280.00
	Incumbent Workers	\$12,420.00
	Assessment/Case Mgmt	\$600,000.00
Total of All Federal Spending Listed Above		\$18,039,435.00

WIA Annual Report Data

State Name: AL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Alabama Workforce Investment Area	Total Participants Served	Adults	3,911
		Dislocated Workers	3,226
		Older Youth	203
		Younger Youth	2,558
	Total Exiters	Adults	1,590
		Dislocated Workers	1,473
		Older Youth	71
		Younger Youth	178

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.3	82.8
	Employers	67.3	84.9
Entered Employment Rate	Adults	65.4	70.3
	Dislocated Workers	63.7	77.1
	Older Youth	69.2	62.7
Retention Rate	Adults	83	52.7
	Dislocated Workers	79.6	53.7
	Older Youth	80.3	44.1
	Younger Youth	58	43.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,575.81	1,040.58
	Dislocated Workers	114.36	114.25
	Older Youth (\$)	2,161.67	798.15
Credential / Diploma Rate	Adults	45.9	60.7
	Dislocated Workers	45.45	70.67
	Older Youth	34.73	66.67
	Younger Youth	40.4	45.87
Skill Attainment Rate	Younger Youth	56.34	78.52
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: AL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Jefferson County Workforce Investment Board	Total Participants Served	Adults	275
		Dislocated Workers	171
		Older Youth	2
		Younger Youth	52
	Total Exiters	Adults	26
		Dislocated Workers	22
		Older Youth	2
		Younger Youth	25

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.3	82.4
	Employers	67.3	89.3
Entered Employment Rate	Adults	72.5	80
	Dislocated Workers	69.9	71.4
	Older Youth	60	75
Retention Rate	Adults	92	66.6
	Dislocated Workers	89.02	60
	Older Youth	74.4	33.3
	Younger Youth	5.05	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,464.78	890.6
	Dislocated Workers	99.55	204.94
	Older Youth (\$)	1,977.09	-71.1
Credential / Diploma Rate	Adults	45.9	70
	Dislocated Workers	45.45	60
	Older Youth	38.34	100
	Younger Youth	40.4	0
Skill Attainment Rate	Younger Youth	72.19	84.21
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: AL

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Mobile Works, Inc.	Total Participants Served	Adults	740
		Dislocated Workers	290
		Older Youth	35
		Younger Youth	548
	Total Exiters	Adults	280
		Dislocated Workers	159
		Older Youth	35
		Younger Youth	256

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.3	79.6
	Employers	67.3	84.7
Entered Employment Rate	Adults	54	56.1
	Dislocated Workers	58.9	65.6
	Older Youth	63	20
Retention Rate	Adults	77.37	18.3
	Dislocated Workers	77.29	15.9
	Older Youth	70	100
	Younger Youth	46.24	46.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,455.27	1,407.99
	Dislocated Workers	94.8	42
	Older Youth (\$)	1,257.92	1,278.83
Credential / Diploma Rate	Adults	45.9	100
	Dislocated Workers	45.45	100
	Older Youth	78.41	100
	Younger Youth	40.4	22.47
Skill Attainment Rate	Younger Youth	68.01	83.97
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded