



**Delaware**



**Delaware Workforce Investment Board (DWIB)**  
**Program Year 01 Annual Report Narrative (7/1/01-6/30/02)**  
**Submitted: December 6, 2002**



Category	Available	Expended	Percent	Balance
Total All Funds	\$9,649,220	\$8,775,189	91.0%	\$874,031
Adult Program Funds	\$2,315,954	\$2,315,954	100.0%	\$0
Carry in (non add)	\$340,504	\$340,504	100.0%	\$0
Dislocated Worker Program Funds	\$1,839,117	\$1,839,117	100.0%	\$0
Carry in (non add)	\$271,733	\$271,733	100.0%	\$0
Youth Program Funds	\$3,313,575	\$2,951,518	89.0%	\$362,057
Carry In (non add)	\$489,509	\$489,509	100.0%	\$0
Out-of-School Youth (non add)	\$1,065,144	\$879,580	83.0%	\$189,564
In-School Youth (non add)	\$1,465,048	\$1,412,701	96.0%	\$52,347
Summer Employment Opportunities (non add)	\$783,383	\$659,237	84.0%	\$124,146
Local Administrative Funds	\$938,025	\$763,784	81.0%	\$174,241
Carry in (non add)	\$270,938	\$270,938	100.0%	\$0
Rapid Response Funds	\$60,000	\$60,000	100.0%	\$0
Carry in (non add)	\$3,209	\$3,209	100.0%	\$0
Statewide Activity Funds	\$1,182,549	\$844,816	69.0%	\$337,733
Carry in (non add)	\$358,431	\$344,232	96.0%	\$14,199

Cost Effectiveness		
Categories	Total Participants Served	C-E Ratio PY01
Adult Program	982	.79-1
Dislocated Worker Program	556	1.3-1
Older Youth Program	128	.37-1
OVERALL TOTALS	1,666	.62-1



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Cost-Effectiveness ratios

This effort at utilizing Cost-Effectiveness analysis analyzes only the benefit of the WIA service when other services are not provided or resources expended. It is expected that as we develop this area of analysis, we will refine the method for calculating these rates. Each category listed above, share similar outcome goals with many of DWIB's partners, including Adult Education, Welfare-to-Work and TANF. These goals include: GET A JOB, KEEP A JOB, SELF-SUSTAINING WAGES.

Assumptions:

- The data provided on the performance standards does provide sufficient information to begin this process
- Internal reports that support the Federal financial reports, but which are in a slightly different format, are the best source of data on available funds and expenditures
- Earnings and other performance captured as part of the Federal reporting process on a 6 month basis can be extrapolated to reflect 12 month performance.

Cost-Effectiveness Measures

- Adult Earnings change for each WIA dollar expended
- Older Youth earnings change for each WIA dollar expended
- Total Dislocated Worker earnings for each WIA dollar expended
- Total Overall earnings for each WIA dollar expended



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**DISCUSSION OF WORKFORCE INVESTMENT ACTIVITIES:** Because of the inherent F.E.R.P.A. (Family Rights & Privacy Act, Title 34, Volume 1, Parts 1 to 299 from Code of Federal Regulations) conflict for Delaware's Community College during the initial implementation of W.I.A., that required a disclosure of Social Security numbers of non-W.I.A. funded students, the local Community College did not participate in the Individual Training Accounts (ITA) for Adults. That dramatically increased our average cost of an ITA. The unit cost of training in smaller proprietary schools is usually higher than a Community College. On February 22, 2001, our Board adopted a policy, consistent with W.I.A. section 122 (d)(3)(b) allowing the Community College to submit their performance data "consistent with the requirements for eligibility under Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.) from a provider for purposes of enabling the provider to fulfill the applicable requirements of this subsection, if such information is substantially similar to the information required under this sub section." This change made a remarkable "continuous improvement" in our Adult programs for Program Year 2001. Delaware Technical & Community College was named Community College of the Year in 1999 and has understandable concerns regarding the FERPA and WIA conflict. We remain hopeful that Congress will address this conflict in the reporting requirements prior to June 30, 2003.

In addition, a mid-year analysis that was reviewed by the Executive Committee, illustrated a potential for provider-driven outcomes versus the consumer choice



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model that was intended. For that reason, the Board adopted a four-week job search requirement that would offer customers an opportunity to truly explore all of their options available through the One-Stop system versus rushing to demand an ITA. We are committed to offering bona-fide “informed consumer choice” and ensuring that funds are not depleted mid-year, which can leave unemployed customers with no source of hope or help. After initial reluctance from the training providers, the transition has increased consumer choice and proved to be a useful training tool for providers who had difficulty making the transition from J.T.P.A.

The Board has implemented a formal review of all quarterly performance reports, prior to their submission to U.S. DOL, in addition to fiscal reports. This has given the Board an opportunity to address questions and/or concerns earlier in the process for Program Year 01 and will continue to improve throughout Program Year 02. Delaware was randomly selected for a performance audit of our adult programs, by the Office of Inspector General. Although the findings were positive overall, the recommendations for improvement included improved case file documentation and monitoring of all aspects of W.I.A. We remain hopeful that Congress will more clearly define the auditing responsibilities of the State Board and provide funds to effectively monitor the process.

DWIB private sector board members have worked diligently in the planning and implementation phase of WIA, and continue to ask questions that keep the



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process focused on basic business management principles, such as Return on Investment, and on-going assessments. We have effectively implemented the basics of our workforce development system and are dedicating our efforts to the consolidation and integration of true partnerships among stakeholders in workforce and economic development.

**John McMahon, Chairman of DE Workforce Investment Board**, has served on the various workforce initiative committees and commissions with **Governor Ruth Ann Minner** and **Lt. Governor John Carney** for several years. John is a strong leader with a passionate commitment to building the bridges that will bring the workforce development system partners together.

Delaware's Workforce Investment Board kicked off the 2001 Program Year with a marketing/community outreach campaign that included bus signs and Public Service Announcements. **Pete Booker, President of Delmarva Broadcasting Company**, is the new Chairman of the Public Relations & Community Outreach Committee. Pete brings enthusiasm as well as expertise to this important leadership position.

Several members of the Governor's cabinet are active members of the Board:



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Our new **Director for Delaware Economic Development Office, Judy Cherry.**

Judy served on the Workforce Commission since 1993 and is uniquely qualified to chart our path forward in workforce and economic development.

**Harold Stafford, Secretary of Labor**, is committed to quality and customer service as he works diligently to ensure that citizens are prepared to meet Delaware's labor market demand.

**Vince Meconi, Secretary of Health & Social Services**, brings a broad spectrum of experience and expertise to the workforce, education and economic development arena.

**Valerie Woodruff, Secretary of Education**, has served on the Board, as well as the Youth Council for a number of years, and appreciates the opportunity to bring real life experience and job training to DE's youth.

And, **Sandra Johnson, Secretary of Housing**, is one of our most enthusiastic board members! Although each of DE's subsidized housing residents currently has access to resource rooms and case managers, Sandy is working with the Board to develop Job Fairs and to partner with the U.S. Dept. of Labor's **Business Relations Group** – National Hiring Partnerships.

As you can see, we are well on our way to developing sound strategies for workforce and economic development, for all of Delaware. We recognize that the entry level scientists for the next decade are in elementary school today and that strong math, science, and critical thinking skills will be necessary. We know



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that our 30-40 year old citizens are excellent resources for training into new careers to meet today's labor market demand.

We know that we can't do this alone. Together – we will find the answers to the puzzle of “just in time” delivery for Delaware's labor market demand... for the businesses who are here today... as well as for the businesses who will be here tomorrow!

Respectfully submitted,

Patricia A. Cannon  
Executive Director  
DE Workforce Investment Board  
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Delaware Works is more than just a slogan... It's a commitment!

## WIA Annual Report Data

State Name: DE

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	70	59	474	618	618	76.7
Employers	68	63	500	598	598	83.6

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69	63	126
			200
Employment Retention Rate	79	74.1	177
			239
Earnings Change in Six Month	3,774	1,943	464,369
			239
Employment and Credential Rate	62	64.9	220
			339

**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	22	69.2	9	48	12	33.3	3
		32		13		25		9
Employment Retention Rate	74.2	23	87.5	14	58.8	10	75	3
		31		16		17		4
Earnings Change in Six Months	278	8,631	4,253	68,043	-2,684	-45,632	539	2,155
		31		16		17		4
Employment and Credential Rate	68.3	28	72.7	16	48.5	16	30	3
		41		49		33		10

**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	63.3	126	0	0
		199		1
Employment Retention Rate	74.4	177	0	0
		238		1
Earnings Change in Six Months	1,951	464,369	0	0
		238		1

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	73.8	118
			160
Employment Retention Rate	84	65.3	77
			118
Earnings Replacement in Six Months	94	97.7	1,024,090
			1,047,708
Employment and Credential Rate	62	65	104
			160

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	85.7	18	70.6	12	65	13	73.1	19
		21		17		20		26
Employment Retention Rate	55.6	10	66.7	8	46.2	6	73.7	14
		18		12		13		19
Earnings Replacement Rate	79.4	102,355	134.4	76,156	74.3	60,477	90.1	148,724
		128,831		56,683		81,445		165,140
Employment And Credential Rate	76.2	16	70.6	12	55	11	65.4	17
		21		17		20		26

**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	73.6	117	100
159			1	
Employment Retention Rate	65.8	77	0	0
		117		1
Earnings Replacement Rate	97.7	1,024,090	0	0
		1,047,707		1

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	60
Employment Retention Rate	72	53.8	21
			39
Earnings Change in Six Months	3,213	865	33,739
			39
Credential Rate	52	73.7	42
			57

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	100	8	0	0	27.3	3	81.8
8			1		11		11	
Employment Retention Rate	55.6	5	0	0	33.3	1	60	6
		9		1		3		10
Earnings Change in Six Months	989	8,899	0	0	1,137	3,411	745	7,452
		9		1		3		10
Credential Rate	100	9	0	0	38.5	5	83.3	10
		9		1		13		12

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	73
			1,966
Diploma or Equivalent Attainment Rate	56	35.2	117
			332
Retention Rate	55	54.3	102
			188

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	63.3	131	66.3	459	68.9
207			692		151	
Diploma or Equivalent Attainment Rate	20.7	6	55.6	55	3.3	3
		29		99		91
Retention Rate	32.1	9	54.1	20	37.5	15
		28		37		40

**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	56.1	23	1,002	41,091	0	0	2,924	368,377	66.7
41			41		126		126		126	
Dislocated Workers	59.3	16	75.8	151,016	0.8	1	5,711	673,892	67.8	80
		27		199,338		118		118		118
Older Youth	0	0	0	0	0	0	1,154	29,991		
		1		1		26		26		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>998</b>	<b>412</b>
<b>Dislocated Workers</b>	<b>573</b>	<b>220</b>
<b>Older Youth</b>	<b>137</b>	<b>110</b>
<b>Younger Youth</b>	<b>1,193</b>	<b>571</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$2,315,955.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,839,117.00</b>
<b>Local Youth</b>		<b>\$2,951,518.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$60,000.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$844,816.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$8,011,406.00</b>

# WIA Annual Report Data

State Name: DE

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Delaware Workforce Investment Board	Total Participants Served	Adults	998
		Dislocated Workers	573
		Older Youth	137
		Younger Youth	1,193
	Total Exiters	Adults	412
		Dislocated Workers	220
		Older Youth	110
		Younger Youth	571

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	59	
	Employers	68	63	
Entered Employment Rate	Adults	69	63	
	Dislocated Workers	72	73.8	
	Older Youth	60	65	
Retention Rate	Adults	79	74.1	
	Dislocated Workers	84	65.3	
	Older Youth	72	53.8	
	Younger Youth	55	54.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,774	1,943	
	Dislocated Workers	94	97.7	
	Older Youth (\$)	3,213	865	
Credential / Diploma Rate	Adults	62	64.9	
	Dislocated Workers	62	65	
	Older Youth	52	73.7	
	Younger Youth	56	35.2	
Skill Attainment Rate	Younger Youth	73	66	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		11	0	6