

Wyoming

Annual Report

State of Wyoming

The seal of the State of Wyoming is a circular emblem. It features a central figure of a woman holding a scale of justice and a sword, with the words "EQUAL RIGHTS" above her. The outer ring of the seal contains the text "SEAL OF THE STATE OF WYOMING" and "GREAT SEAL OF THE STATE OF WYOMING". The dates "1879" and "1890" are also visible at the bottom of the seal.

Workforce Investment Act (WIA) title I-B Programs

Program Year 2001

Developed by:
Department of Workforce Services
Employment Resources Division
Wyoming Training Section

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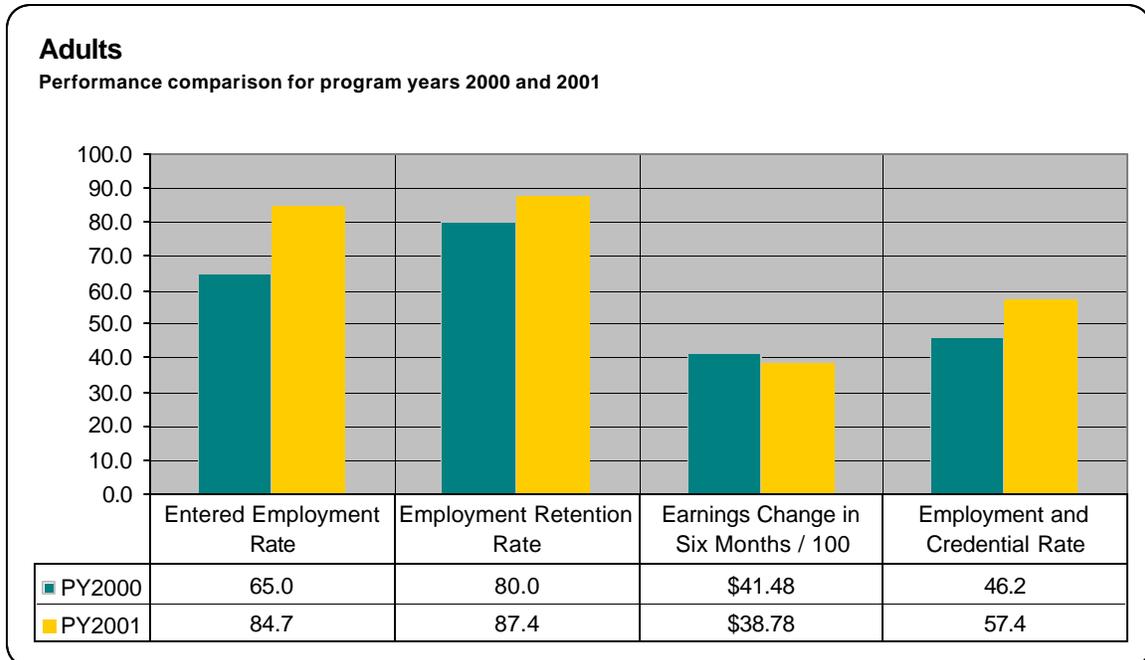
Major Accomplishments

The Wyoming WIA title I-B programs had a tremendous year! These programs experienced a tremendous improvement in meeting the negotiated performance levels.

Wyoming exceeded the negotiated performance levels for 16 of the 17 WIA title I-B performance measures. Wyoming improved in 13 of the 17 WIA performance measures from Program Year 2000. Nine of the measures improved by ten percent or more. Only one measure dropped by ten percent or more.

Adult Program

The WIA title I-B Adult performance measures experienced improvement in three of the four measures. The most notable improvement was in the entered employment rate measure. The outcome for this measure increased 19.7 percent. The earnings change rate dropped approximately 6.5 percent to \$3,878 but exceeded the negotiated performance measure by over \$1,000. This means the average WIA participant earned over \$3.72 more per hour after exiting the WIA program. This calculation was determined by dividing the earnings change rate by 1040 hours (26 weeks multiplied by 40). See the charts below for a comparison of Program Year (PY) 2000 and PY 2001 performance measures.



Adult Success Story

Kevin Denton, age 28, grew up in Mississippi as a minority person. He dropped out of high school in 11th grade to assist his parents in making a living. While working to help his parents, he worked for an uncle in his upholstery shop and became interested in that trade. However, there was little opportunity for Kevin to learn how to upholster furniture.

When Kevin moved to Wyoming, he had a difficult time finding suitable employment in the local labor market, primarily because he did not have a high school diploma or GED. He worked menial jobs and spot labor jobs to pay his expenses. This included some contract work at a couple of upholstery shops, where he tore down furniture and prepared it to be reupholstered. One of these employers was Gilley's Upholstery, where the owner, Jeannette Dow, wanted to teach Kevin to become an upholsterer. She couldn't afford to take the time to train Kevin and didn't have the money to pay for a sewing machine that he could use. Jeannette had received on-the-job training herself, as an upholsterer in 1982, under the Comprehensive Employment and Training Act (CETA). Since then, she has developed a very successful upholstering business that has grown to the point where she needed help. Jeannette hoped to give Kevin the same opportunity that she had received when she needed occupational training.

Kevin came to the Cheyenne One Stop Center for assistance, where he was referred to Mary Kay Kaz, E.S. Supervisor, for assessment of his job skills and interests. With Kevin's interest and aptitude for this type of work, the assessment revealed a perfect match. Kevin's application was approved for on-the-job training with Gilley's Upholstery and his case was assigned to Bobby Teague for case management.

After Kevin started his OJT on July 16, 2001, the employer asked if it were possible for the One Stop Center to assist him with the purchase of an industrial sewing machine for his job. The estimated cost of a new machine was \$1,600.00. The gatekeeper committee at the One Stop Center agreed that a sewing machine was needed and offered to pay \$700 towards the purchase of one. Kevin agreed to cover all of the remaining costs. A reconditioned sewing machine was located at a dealer in Denver for \$800.00. The machine was purchased and Kevin excelled in his training. He completed his OJT on February 1, 2002, and is now self-employed as a partner in Gilley's Upholstery.

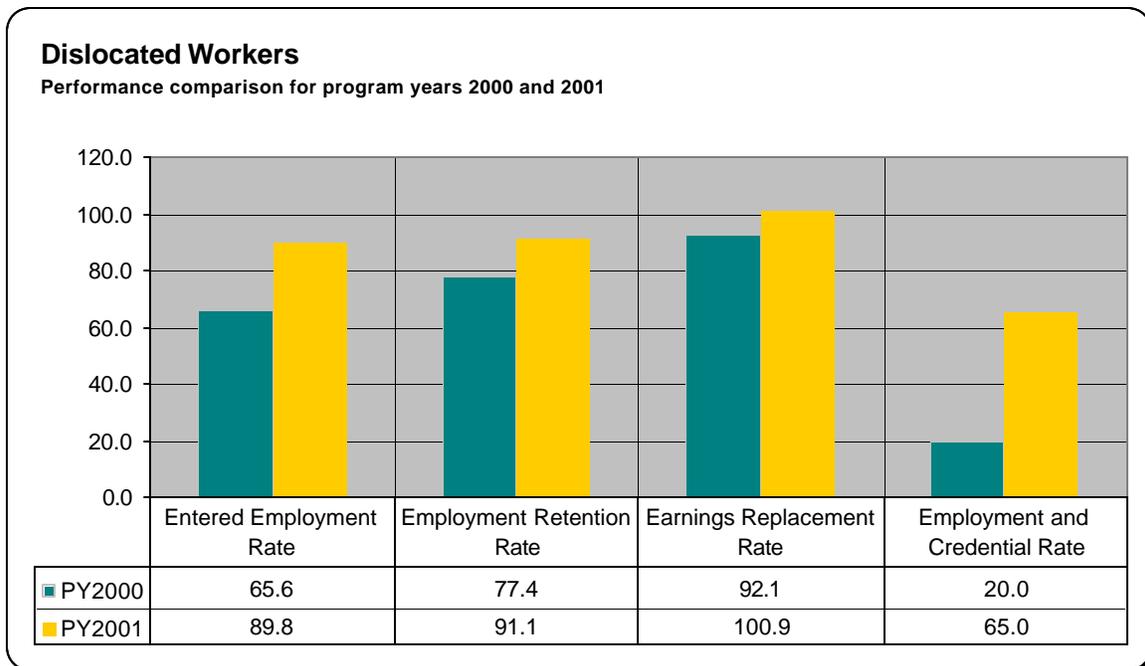
Kevin now has a business license. He is very successful in the upholstery business and has built up a large customer base. The very fact that he is a second-generation on-the-job trainee is remarkable.

Another goal that Kevin had was to obtain his GED. Kevin has accomplished this goal and he is continuing to take courses at the local community college, which he is paying for with money that he earns as an upholsterer. He has performed

above all expectations and is a very skilled artist in the upholstery business. His gratitude is extended to Ms. Jeannette Dow for teaching him to be successful.

Dislocated Worker Program

The WIA title I-B Dislocated Worker performance measures experienced increases in the four dislocated worker performance measures. The greatest increase came in the employment and credential rate, increasing 45 percent over the previous program year. The entered employment rate was just under 90 percent. The earnings replacement rate for PY 2001 was 100.9 percent. The earnings replacement rate means that the average WIA dislocated worker participant had an increase in earnings after participating in the program. This measure is usually difficult to achieve because dislocated workers, who have experienced layoffs, tend to have higher earnings based on their skills and seniority in the workplace making it hard to fully replace their wages. See the charts below for a comparison of PY 2000 and PY 2001.



Dislocated Worker Success Story

Jimmy Wagner¹ came into the WIA program as a dislocated worker. He was laid off from his job when the business cut back. To slow down his descent to financial ruin he took a part time job working security while he was looking for full time employment.

¹ Not his real name.

Because Jimmy was looking for work, working part time (as needed), and collecting unemployment insurance, he was a regular visitor to the Casper One Stop Center. One Wednesday while he was attending an eligibility review, an employment specialist told him about the WIA program. As a result, Jimmy attended the WIA orientation, went through the registration process, and was able to attend training at Sage Technical Services Corporation, an organization that trains workers to drive commercial trucks. Although he had a bumpy ride at Sage Technical Services, he did pass the program and earned his commercial drivers license (CDL). Following this, Jimmy was offered employment with Werner Trucking and has been employed by them since. He has been all over the West Coast and Midwestern states.

Whenever Jimmy returns to Casper, he calls the One Stop Center to let the staff know what he is doing. In addition, if he is unable to contact them by phone, he sends a postcard to let them know that he is still working and doing well.

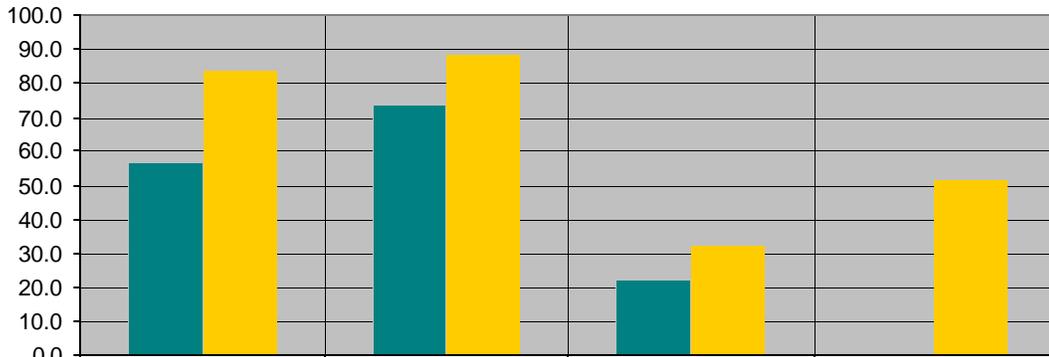
Older Youth Program

Wyoming experienced the greatest improvement in the Older Youth performance measures. Every measure increased by more than 14 percent. The earnings change rate increased over \$1,000 from PY 2000. The average older youth earned over \$3.10 more per hour comparing pre program wages to post program wages². Over 83 percent of the older youth entered employment in the quarter following exit and 51 percent earned a credential. Wyoming did an outstanding job in these areas and had a nationally recognized youth project, which is described in a youth success story on page 8. See the charts below for a comparison of PY 2000 to PY 2001.

² Using the same logic as previously expressed in the adult program.

Older Youth

Performance comparison for program years 2000 and 2001



	Entered Employment Rate	Employment Retention Rate	Earnings Change in Six Months / 100	Credential Rate
PY2000	56.9	73.2	\$21.87	0.0
PY2001	83.6	88.1	\$32.33	51.1

Older Youth Success Story

Project Paycheck, Laramie County's at-risk youth workforce initiative, has received a national best practices award. The Laramie County Youth Services Council's At-Risk Services Committee started the Project Paycheck initiative in 2000 as a way for various organizations and agencies to work together to reach their program goals and serve as many youth as possible. The initiative includes three programs: the Fleming Young Parent Program that serves pregnant and parenting teens exclusively; Learning through Insightfulness, Networking, and Kindness (the LINK), a teen drop-in center with a variety of scheduled programs and services; and Project Paycheck, serving non-parenting youth.

Project Paycheck was among nine new youth employment/development programs from around the country selected for the Promising and Effective Programs Network (PEPNet) 2002 Award for their work with young people. They received the award during a ceremony held at the U.S. Department of Labor in Washington, D.C., on September 12.

"The Project Paycheck initiative exemplifies how pooling of resources and expertise can help at-risk youth in a rural setting," said Susan Lehman, Director of the Wyoming Department of Workforce Services. "No other rural state has received such an award. Other communities can learn from this outstanding workforce initiative that helps at-risk youth with academic testing and sees them through to steady employment."

"For 15 years, Fleming Associates Young Parent Program has been providing an opportunity for at-risk young mothers to achieve success in employment,

education, and personal development," said Ray Fleming-Dinneen, director of Fleming Associates. "We are proud of our recent designation as one of the nine PEPNet 'effective practices' programs across the nation."

Autumn Hayes, a current participant in the Fleming Young Parent Program, said, "The Fleming Young Parent Program is a fresh start for a lot of women. For me it means showing my children that you can better yourself no matter what your situation. The staff is so supportive that it's impossible to give up on yourself. The most rewarding thing though is the friendships that you can make."

Cindy Hamilton, a transition specialist with the Casey Family Program, traveled with three local students to receive the award. "I am very proud of these kids and to see them recognized for all the hard work that they have done was very moving," Hamilton said. "Project Paycheck takes a holistic approach in helping kids assimilate into a classroom-like environment and to motivate them. We prepare them for more than passing the GED. We prepare them for life and work."

Lorye McLeod, executive director of the LINK, explained that the three initiatives have worked to address youth issues for the last four years. "Getting this award means that we are doing something right. The youth in these programs are at risk. They have dropped out of school and often out of society's reach. Project Paycheck has developed a network among youth and a safe learning environment where they receive one-on-one attention and assistance in obtaining social skills, job skills and their GED."

Project Paycheck is supported through a collaboration of funding sources, which includes three programs managed by the Wyoming Department of Workforce Services: the Workforce Investment Act (WIA), School-to-Careers, and Adult Basic Education. In addition, the initiative receives an abundance of in-kind services provided by their partners, employers, community agencies, and mentors. For example, Laramie County Community College provides the initiative with GED instructors, resources, and equipment, including notebook computers. The Workforce Investment entity provides intake services, case management, subsidized work-based training, funds for GED test fees, and 12-month follow-up. Casey Family Programs provides case management services, independent living skills development, meals, transportation, connections to community resources, and on-going follow-up.

"The local employment center [One Stop Center] and the WIA program were great for backing us and for giving us the freedom of developing a top notch youth initiative that meets our community's needs," Hamilton said.

"The sharing of resources allows Project Paycheck to offer more services than any single agency could provide on its own," Fleming-Dinneen said. "Business representatives serve as mentors, trainers, employers and speakers; other

agencies provide classroom space, academic instruction, job wages, and training money."

What is PEPNet? PEPNet is a division of the National Youth Employment Commission, based in Washington, D.C. PEPNet annually recognizes programs that become models of effective practice and has recognized 69 exemplary initiatives in the United States and Canada to date. For more information, visit www.nyec.org/pepnet

With regard to Project Paycheck, the initiative serves at-risk, primarily out-of-school youth, ages 16-21, who live in Laramie County. In 2002, 90 percent of the youth were substance abusers, 70 percent were in foster care, 75 percent were juvenile offenders, 70 percent were parents and 75 percent were deficient in basic academic skills. Approximately 175 young people participate in Project Paycheck each year for an average of 16 weeks.

The initiative recruits at-risk youth through a collaborative effort of past and present initiative participants and members of the At-Risk Services Committee. The committee includes representatives from Job Corps, Wyoming Children's Society, Wyoming Department of Family Services, Laramie County School Districts 1 and 2, Cheyenne One Stop Center, Casey Family Programs, Goodwill Industries, Southeast Wyoming Mental Health Center, F.E. Warren Air Force Base, members of the faith community, and Laramie County Community College Adult Career and Education System.

Classes convene in September and January to roughly correspond with public school semesters. Additional group meetings and training opportunities at the LINK are offered year-round. Following assessment and individual planning, youth attend GED preparation classes, take part in community activities, and take part in workshops on topics including family planning, substance abuse, budgeting, housing, work ethics, resume building, anger management and goal setting. They also have access to supportive services, including transportation, medical and legal services, childcare, housing, and obtaining or reinstating a driver's license. During this time, participants are required to obtain employment, either on their own or with assistance from a career advisor.

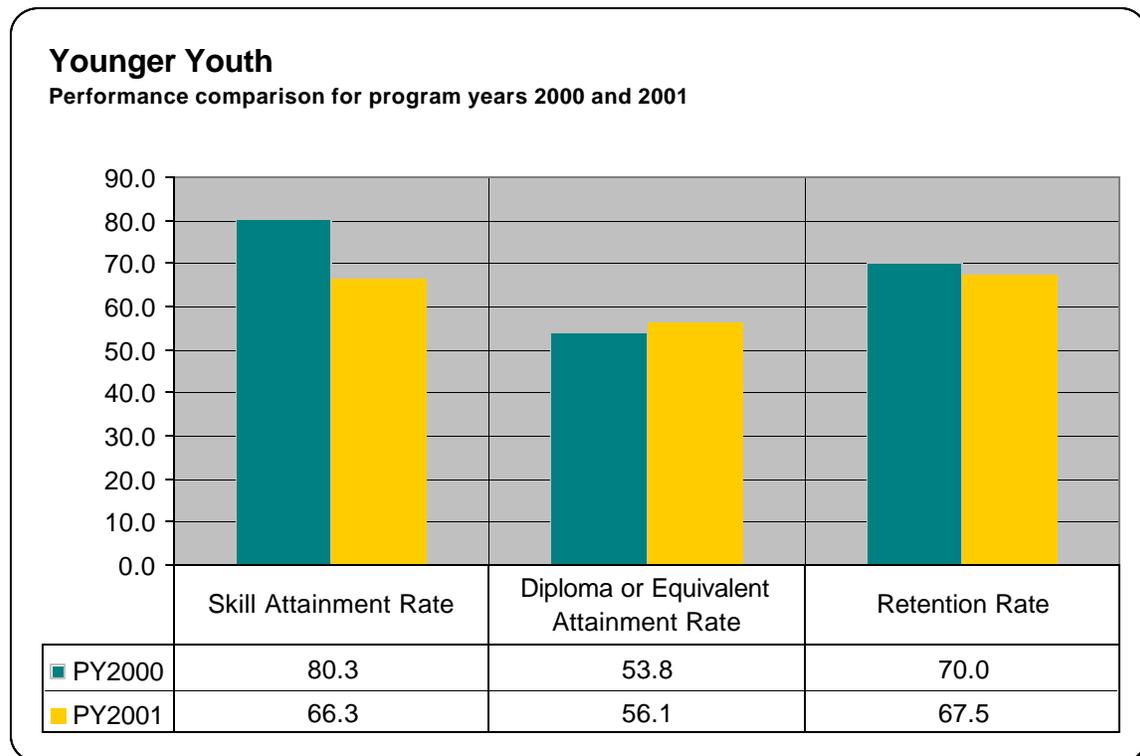
Along with these job readiness activities, the initiative brings in recruiters from the military branches colleges, Job Corps, and other education and vocational training programs. The youth also participate in the community's annual Career Fair where approximately 80 educators and employers discuss training and job opportunities.

Once individuals finish the program, Project Paycheck provides 12 months of follow-up, with career advisors checking in with participants once a month after completion of an activity. Follow-up support may include purchase of tools and equipment needed to keep or advance in a job, personal support and

encouragement, resume updating, and job search assistance with employment leads. For youth pursuing post-secondary education, support can include assistance with college application packets, grant and loan assistance, books, living expenses, and free vocational training. In this initiative, career advisors work closely with transition personnel from other programs such as Job Corps, to coordinate services and funds for eligible graduates.

Younger Youth Program

The least amount of change came in the WIA title I-B younger youth performance measures. Wyoming experienced decreases in two of the three measures comparing PY 2000 to PY 2001. The skill attainment rate performance measure dropped 14 percent and was the only performance measure not exceeding the negotiated performance level. The diploma or equivalent attainment rate and retention rate exceeded the negotiated performance measures. See the charts below for a comparison of the PY 2000 and PY 2001 performance measures.



Younger Youth Success Story

In June 2002 the Casper One Stop Center entered into a new and exciting partnership with Natrona County School District No. 1 to provide an innovative job skills program for youth. The Casper One Stop Center has contracted with two instructor/supervisors through the school district to offer a building trades program that is currently serving 10 youth. All 10 are considered to be high risk.

Nine are from low-income families and are high school dropouts that have been re-enrolled in alternative school programs. Many of these are juvenile offenders and others have mild to moderate disabilities. One youth is seriously hearing impaired, which is a barrier to other kinds of employment.

Youth involved in this project are learning carpentry, electrical skills, plumbing, cement work, and real world math skills while building two Habitat For Humanity houses. They are split into two crews of five, each under one instructor/supervisor. All of the construction on these projects is completed by the youth and is done according to ensure the building meets the local code requirements, with regular inspections from the Casper City building inspectors.

Youth who complete this program will have readily marketable skills as rough carpenters and carpenters' helpers—jobs that pay in the range of \$9.00 to \$12.00 per hour. In addition to working on the Habitat For Humanity project over the summer, one of the youth also completed his graduation requirements. This young man has been offered an excellent on-the-job training position at the end of the summer with a local contractor.

The success of this program has generated increased interest among One Stop Center staff and school district personnel to develop additional skills training partnerships in the future. The possibility of developing similar programs in welding and auto mechanics is also being explored for next year.

Younger Youth Success Story

The Rock Springs One Stop Center and its partners, which include other government entities, public schools, Western Wyoming Community College, and private employers, have been working closely with youth in that area. The program has been very successful in giving at-risk youth direction and purpose, and teaching them employment skills.

To help the youth understand important issues and to develop the needed skills, they have participated in activities like The Job World, which included preparing employment applications, resumes and developing interviewing skills. The youth participate in budgeting exercises, learn about insurance and how to select an insurance policy, engage in an apartment hunting exercise, learn about the importance of foods and nutrition, explore different careers, learn CPR and first aid, and have participated in a seminar called The Seven Habits for Highly Effective Teens by Franklin Covey Company.

That's quite a full plate for the participants. But it is not all they are doing! In addition, the youth are introduced to the subjects of workplace safety, back safety, and the Occupational Safety and Health Administration (OSHA), blood-borne pathogens, drug and alcohol awareness, workplace violence, time management, and they participate in Wyoming Welcome, a customer service skills program that was created by the local Chamber of Commerce. Some even

attend Camp FEAT (Family, Education, and Attitude Transitions). This is a 12-day camping and wilderness survival experience that is frequently used to help youth who are in trouble with the law or are having difficulty in school.

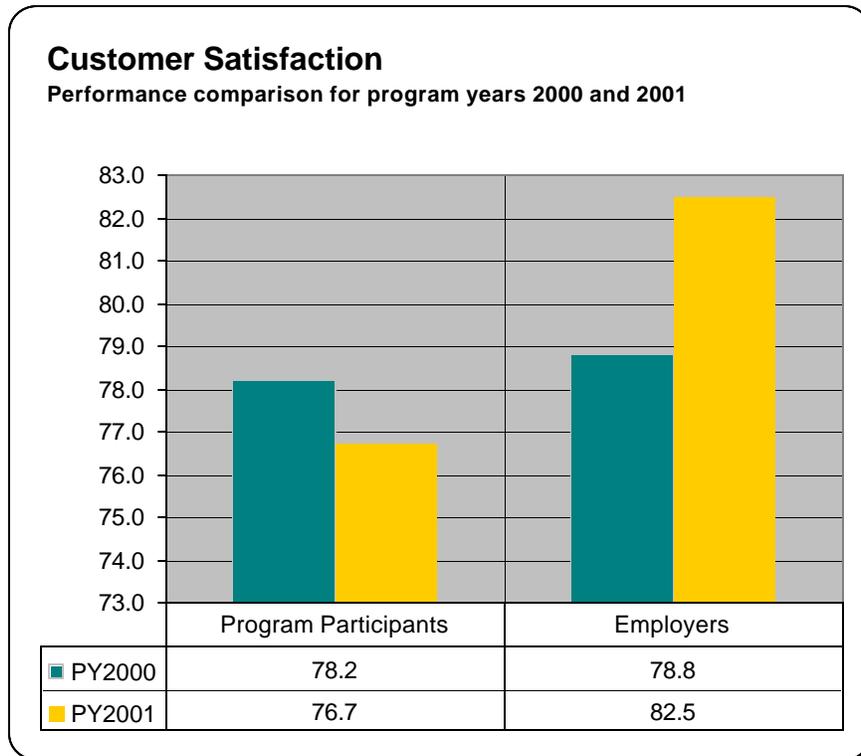
Developing leadership and teamwork skills are also important goals of the partner organizations for WIA participants. The youth receive the Wyoming National Guard's drug-free leadership training and Junior Leadership training where they are exposed to county government and the workings of local industrial and recreational sites. To help the youth understand the importance of teamwork, the participants take the Wild Horse Loops Tour with the Bureau of Land Management (BLM). On this tour, they learn about the cooperative effort between the BLM, local cities, and landowners to preserve and manage the wild horse herds that inhabit the area around Rock Springs. They also are given the opportunity to challenge the Climbing Wall, which is designed as a team building activity.

Other activities have also been used to broaden the horizons of the youth and help them become more aware of their surroundings in an enjoyable way. They visit sites such as the new Whitewater Park near the Green River, the Sweetwater County Historical Museum and the Courthouse, Flaming Gorge Reservoir and the surrounding area, and have toured the Flaming Gorge Dam with the U.S. Forest Service.

The WIA youth and partner organizations within the community were recently recognized during a special awards night, and thereafter by the news media. Awards were given to those participants who completed Camp FEAT. Others received CPR and first aid certificates, workplace safety training certificates, and certificates of participation. Two youth received special commendations for perfect attendance at all of the activities that were held! In addition, an article was printed in the Rock Springs Rocket Miner Newspaper concerning the success of the partnership and its activities. It is expected that this article will encourage other youth to utilize the WIA program in Wyoming.

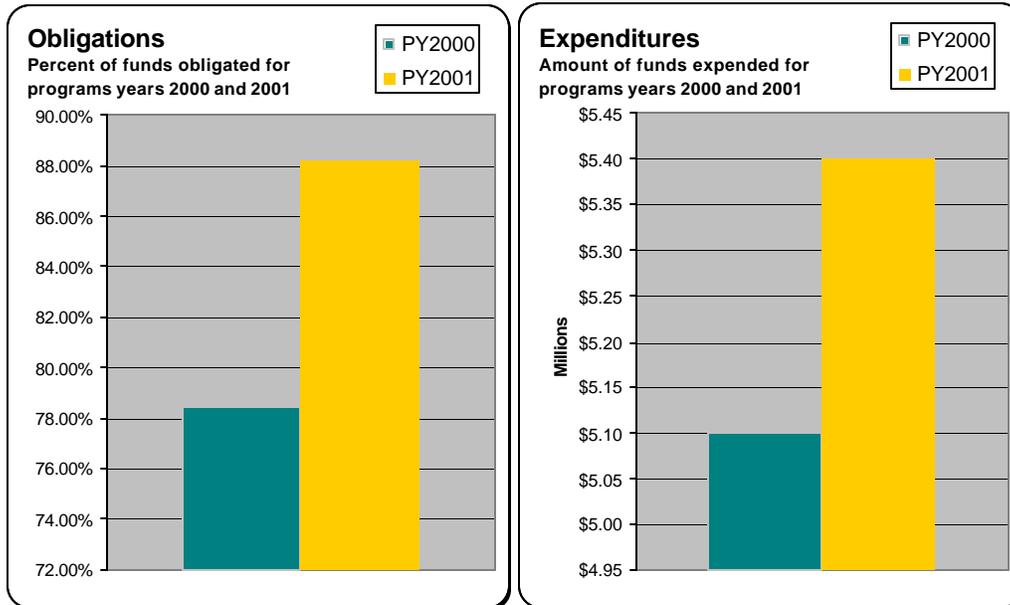
Customer Satisfaction

Wyoming exceeded the negotiated performance levels for the customer satisfaction performance measures. The program participant performance measure decreased by one percent and the employer measure increased by 3.7 percent. For a comparison of PY 2000 to PY 2001 performance measures see the charts below.



Program Year Cost Comparison

In PY 2001, Wyoming increased the percentage of obligations by 9.7 percent and increased local, direct-participant expenditures by 5.1 percent while decreasing the cost per WIA participant by over 10 percent in each funding source.



Comparing PY 2000 to PY 2001, Wyoming is providing more services resulting in positive outcomes in a more cost effective manner. There are many reasons for the program improvements noted above, some of which are:

1. **Dedicated Staff** - The most obvious reason for these increases is a dedicated front line and administrative entity staff that care about people and performance, and are genuinely interested in continuous quality improvement for the WIA programs.
2. **Using only WIA Participants** – With the exception of the Twelve Months Employment Retention rates and the Twelve Months Earnings Change/Replacement rates, PY 2001 used only WIA participants as opposed to PY 2000 reports that used WIA and Job Training Partnership Act (JTPA) participants. The JTPA service delivery model did not fit the WIA program performance measures.
3. **Awareness** – The service provider and administrative entity became more familiar with the WIA service delivery model and program requirements during the second year.
4. **Monitoring and Reporting Systems** – The administrative entity began monitoring programs at the local level relatively soon after WIA implementation to provide feedback on services provided and system performance. Wyoming has developed limited reporting tools to help the

- administrative entity and service provider review outcomes in a more timely manner.
5. Performance-Driven Boards – The Wyoming Workforce Development Council and State Youth Council have pushed the service provider to be more accountable, emphasizing performance outcomes. The administrative entity has consistently emphasized continuous improvement and performance outcomes.
 6. Training – WIA funds were used to provide a variety of training to all front line staff. Additionally, the administrative entity analyzed the delivery of services after monitoring the service provider programs. The administrative entity provided training on the performance measures and in the service delivery areas that did not meet expectations.
 7. Economy – Wyoming has had a stable economy over the past two program years, creating employment opportunities for participants.

Challenges

Wyoming is still experiencing significant challenges in the management and provision of WIA title I-B services. Below are listed some of the challenges Wyoming is currently experiencing:

1. Management information system – The management information system (MIS) is still presenting challenges to the front line and administrative entity staff in the case management and fiscal accountability areas. Wyoming continues to improve the system to develop better case management and reporting tools for all staff.
2. WIA law and regulations – The WIA continues to present challenges in youth eligibility requirements, eligible training provider requirements, consistent definitions among federal programs, the fair share concept, and performance measures.
3. Policy development – Staff continue to examine policies that will improve all services in a more streamlined fashion.
4. Training – Despite the training efforts provided over the past year, more training is needed for front line and administrative staff, and new council members on the WIA.

Strategies for Improvement

Staff will continue to identify system weaknesses and develop methods to improve services in these areas. Administrative entity staff and front line staff have started meeting to discuss policy improvement. Additionally, administrative staff are developing more sophisticated program and financial reporting tools to help the front line staff identify challenges in the system. Training plans will be developed based on the information gathered from the program monitoring reports.

Future Changes

During this past legislative session, the Wyoming Legislature created the Department of Workforce Services to coordinate and streamline various state and federal employment and training services in Wyoming. The new department will have a significant impact on WIA title I-B programs along with other programs outside of WIA. The new department has begun reviewing the various programs to devise a more streamlined approach to these services. Implementation of this new department began July 1, 2002.

Appendix A - GOVERNANCE STRUCTURE

WORKFORCE INVESTMENT BOARD

Wyoming is a single state workforce investment area and the Wyoming Workforce Development Council (WWDC) serves as the state and local workforce investment board. Governor Jim Geringer created the WWDC by Executive Order 1998-1 and reconstituted the WWDC to meet the requirements of the Workforce Investment Act of 1998 (WIA). The Wyoming State Youth Council serves as the local youth council in Wyoming.

Vision

The WWDC's vision of Wyoming is, a state with a strong economy, where the people are educated, economically self-sufficient, have increasing economic opportunity, and a high quality of life today and in the future.

Mission Statement

The WWDC mission is to bring business, labor, and the public sector together to shape strategies to best meet the local workforce and employer needs in order to create and sustain a more robust economy demanding higher skilled, higher paid workers.

To fulfill this mission, Board members, with the support of the Office of Workforce Development, work together to:

- ❖ Advise the Governor and the Legislature on workforce development policy.
- ❖ Promote a system of workforce development that responds to the lifelong learning needs of the current and future workforce.
- ❖ Advocate for the training and education needs of workers and employers.
- ❖ Facilitate new and creative solutions in workforce development policy and practices.
- ❖ Ensure system quality and accountability by evaluating results and supporting high standards and continuous improvement.
- ❖ Foster competitive opportunities that allow the sons and daughters of Wyoming to stay in or return to Wyoming.

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WYOMING STATE YOUTH COUNCIL

Vision

The vision of the Wyoming State Youth Council (SYC) is for all youth to build lifetime skills for success.

Mission

Working in concert with the Wyoming Workforce Development System and the Governor's Executive Order, the mission of the SYC is to create an ongoing youth development system in Wyoming.

Duties

- ❖ Oversee the creation of a strategic plan for the development of Wyoming's youth.
- ❖ Build a system of public/private Local Youth Partnerships.
- ❖ Assess the adequacy of the existing youth development activities and services for all Wyoming youth.
- ❖ Develop a performance measurement system for consistent and fair evaluation.
- ❖ Make recommendations with regard to the coordination of workforce development and youth development activities and services to eliminate duplication and increase efficiency.

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Appendix B - DESCRIPTION OF THE PERFORMANCE MEASURES REPORTED IN THE WYOMING WORKFORCE INVESTMENT ACT (WIA) ANNUAL REPORT FOR PROGRAM YEAR 2001

Participants Excluded from the WIA Performance Measures

Participants who exit from the program under the following conditions are excluded from the measures:

- ❖ The calculation of the Twelve Months measures for employment retention and earnings change and replacement (for the reporting period of October 1, 1999 through September 30, 2000) includes some JTPA participant data. However, JTPA participants who received objective assessment only and participants who were enrolled in Section 123 8 percent funded programs were excluded from the measures.
- ❖ Participants who exited from services because they were incarcerated, institutionalized, deceased or have a health/medical condition that prevented them from participating in services were excluded from the measures.
- ❖ Additional exclusions apply to certain performance measures. These exclusions are identified in the specific descriptions of applicable measures that follow.
- ❖ **NOTE:** Federal WIA performance policies require that dislocated workers who are served through National Reserve Account (NRA) funds or National Emergency Grants be excluded from the calculation of the dislocated worker performance measures. However, Wyoming did not utilize these funding sources to serve any of its clients during the reporting periods pertaining to Program Year 2001.

WIA Performance Tables

Table A. Customer Satisfaction Measures

Participant and Employer Satisfaction

A set of three standard survey questions are used to obtain customer feedback from participants. The same questions are also used to obtain customer feedback from employers. Then a customer satisfaction index is derived

respectively for participants and employers, by applying the American Customer Satisfaction Index (ACSI).

Who Is Surveyed?

WIA title I-B participant exiters as defined in the core measures, who are either Adults, Dislocated Workers, Older Youth 19-21, or Younger Youth 14-18 are surveyed. With regard to employers, those eligible for surveying are employers who have received a substantial service that has been completed or, if it is an ongoing service, when a full segment of service has been provided.

How Many (number obtained)?

Inasmuch as Wyoming is a small state (i.e., having less than 1000 exiters in a year and less than 1000 employers who are served by WIA in a year), the entire participant and employer populations are eligible to be surveyed. The response rate with valid contact information must be a minimum of 50 percent for each group. This provides accuracy such that there is only a 5 in 100 chance that the results would vary by more than ± 5 points from the score that would be obtained if each eligible participant had responded.

How (methodology)?

The responses are obtained using a uniform telephone methodology. The rationale for only using telephone surveys include: the comparability of the indicator for assessing performance levels is most reliably obtained with a telephone survey; telephone surveys are easily and reliably administered; and defining procedures for mailed surveys is more difficult than defining procedures for telephone surveys. Estimates of the cost of telephone surveys nationwide run an average of \$15 per completed survey.

When are surveys conducted?

The surveys are conducted on an ongoing basis within a time frame required by DOL for participants and employers. Eligible participants are contacted within 60 days of the exit date or the date that an exit date has been determined. Eligible employers are contacted within 60 days from the time the service has been completed, or if it is an ongoing service, within 60 days from the date that a full segment of service has been provided.

What are the Questions?

Question No. 1

Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided (through the WIA Program) from the Division/Department?

Very Dissatisfied										Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12	

Question No. 2

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations".

Falls Short of Expectations								Exceeds Expectations		DK	REF
1	2	3	4	5	6	7	8	9	10	11	12

Question No. 3

Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the ideal" and "10" means "Very Close To The Ideal".

Not Close To Ideal								Very Close To Ideal		DK	REF
1	2	3	4	5	6	7	8	9	10	11	12

The Calculation

The calculation for the American Customer Satisfaction Indicator (ACSI) is accomplished by calculating the weighted average of the raw scores for each of the customer satisfaction questions given by each respondent. The weighted average score is then transformed to an index reported on a 0-100 scale. The aggregate index score is simply the weighted average of each case's index score, not a percentage. The weights for each question are provided by DOL.

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for The Survey	Response Rate
Program Participants	69.0	76.7	460	857	53.68%
Employers	67.0	82.5	233	256	91.02%

Tables B through K. Adult, Dislocated Worker and Youth Programs At-A-Glance

The performance measures for Adults, Dislocated Workers, Older Youth and Younger Youth are all written as an equation, clearly identifying who is in the numerator and who is in the denominator. In cases where there are conditions that apply to both the numerator and denominator, the condition is represented in italics at the beginning of the measure. For example: The adult entered employment rate is defined as:

Of those who are not employed at registration:

The number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

The condition “of those not employed at registration” applies to both the numerator and denominator as follows: the number of adults who *are not employed at registration* and enter employment by the end of the first quarter after exit divided by the number of adults who *are not employed at registration* and exit during the quarter. In addition, the phrase “who exit during the quarter” is used frequently in the denominators of the measures. This phrase refers to the exit quarter.

Operational parameters and definitions of key terms are also provided to further clarify details needed to implement the measures. (Please see the definitions in the Glossary of Terms, Appendix C). Since many of the measures are identical or similar across funding categories, every attempt was made to define the measures as consistently as possible. This means that identical or similar measures use the same time periods and consistent operational parameters to the extent possible.

Most of the adult, dislocated worker and older youth measures are reported for the period of October 1, 2000, through September 30, 2001. This is because of the lag requirements that are built into the measures, which require the passage of extra quarters of time to obtain a year’s worth of data. The Twelve Months Employment Retention and Twelve Months Earnings Change/Replacement measures require even more time to produce. Therefore, they are reported for the time period of October 1, 1999 through September 30, 2000.

The younger youth measures, with the exception of the Younger Youth Retention Rate, all younger youth measures are reported for the period of July 1, 2001, through June 30, 2002. The retention rate is reported for the year October 1, 2000, through September 30, 2001.

Adult Measures

Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Operational Parameters:

- ❖ Individuals who are employed at registration are excluded from this measure (i.e. programs are not held accountable for these individuals under this measure).

- ❖ Employment at registration is based on information collected from the registrant, not on unemployment insurance (UI) wage records.

Rationale:

Incumbent and underemployed workers (i.e., individuals who were employed at registration) are excluded from this measure because the intent of the legislation clearly focuses on entering employment. It becomes very difficult to include individuals who are employed at registration without further complicating the measure and making it subject to misinterpretation. Individuals who are employed at registration can demonstrate positive outcomes in the retention, earnings gain/replacement and combination employment and credential measures.

Adult Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit.

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter

Operational Parameters:

- ❖ This measure includes only those who are employed in the first quarter following exit (regardless of their employment status at registration).
- ❖ Individuals who are not found to be employed in the first quarter after exit are excluded from this measure (i.e., programs are not held accountable for these individuals under this measure).
- ❖ Employment in the first and third quarters following exit does not have to be with the same employer.

Rationale:

While the proposed measure does not necessarily indicate continuous employment for six months, it does meet the intent of the Workforce Investment Act by showing that the person is employed six months after entering employment. This measure requires verifying employment in the quarter after exit rather than relying on employment status at registration to be in aligned with the U.S. Department of Education, Vocational Rehabilitation services measure of employment retention.

Adult Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Operational Parameters:

- ❖ This measure includes the same population as the adult employment retention measure, those who are employed in the first quarter following exit (regardless of their employment status at registration).
- ❖ To ensure comparability of this measure on a national level, UI wage records are the only data source for the measure. Therefore, individuals whose employment in either the first or third quarter after exit was determined from supplementary sources and not from the UI wage records, are excluded from the measure (i.e., programs are not held accountable for these individuals under this measure).
- ❖ Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- ❖ Individuals are excluded from this measure whose entry (registration) date is so far back in time that accessing quarters 2 and 3 of pre-registration wage data is unfeasible or unreasonable. However, participants excluded from this measure for this reason are still included in any other applicable measures. For example, the person is still counted in the retention measure.
- ❖ If supplementary sources are the data source for a participant's employment in the 2nd and/or 3rd quarter prior to registration, that participant is excluded from this measure.

Rationale:

This measure is designed as a pre-program and post-program look at earnings change. Since the legislation specifies earnings at six months after employment, a six month period was selected for the pre-program comparison. The 2nd and 3rd quarters prior to registration were selected as the pre-program reference period because trends have shown that many program participants experience intermittent or stop-gap employment immediately prior to participating in employment and training programs.

Adult Employment and Credential Rate

Of adults who received training services:

Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Operational Parameters:

- ❖ The numerator of this measure includes those who were employed in the first quarter after exit regardless of whether they were employed at registration.
- ❖ Credentials can be obtained while a person is still participating in services and up to three quarters following exit.

Rationale:

This measure is limited to individuals who are in training because that is the only set of services that lead to attainment of a credential. To promote program integration and partner collaboration, this measure does recognize joint participation in WIA services and non-WIA funded training programs. This joint participation is considered a significant and necessary step toward building an integrated workforce investment accountability system. However, it should be noted that this also means that WIA funded programs are able to get credit for non-WIA funded training in addition to WIA funded training.

This measure includes all individuals who received training regardless of whether they had jobs at registration. It recognizes not only individuals who enter employment, but also incumbent workers, students and welfare-to-work participants, who have jobs or are placed in jobs, but continue receiving training services to attain more skills and better jobs. A time frame of three quarters after exit to obtain a credential is used to allow time for individuals to take tests, which may occur after training is completed and may only be offered once a year.

Table B - Adult Programs At-A-Glance				
	Negotiated		Actual	
	Performance Level		Performance Level	
Entered Employment Rate	65.0	84.7	211	249
Employment Retention Rate	72.0	87.4	222	254
Earnings Change in Six Months	\$2,725	\$3,878	\$694,218	179
Employment and Credential Rate	46.0	57.4	139	242

Table C - Outcomes for Adult Special Populations								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Older Individuals	
	Receiving Intensive or Training Services							
Entered Employment Rate	75.0	21 28	93.3	28 30	80.8	21 26	85.0	17 20
Employment Retention Rate	79.2	19 24	81.3	26 32	76.9	20 26	80.0	16 20
Earnings Change in Six Months	\$1,754	\$31,574 18	\$5,260	\$89,423 17	\$3,527	\$70,530 20	\$2,465	\$34,504 14
Employment and Credential Rate	37.0	10 27	69.2	18 26	47.8	11 23	22.2	4 18

Dislocated Worker Measures

Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.

Operational Parameters:

- ❖ All dislocated workers are included because dislocated workers are either not employed or scheduled to lose their primary job for which eligibility for the dislocated worker program was based.

Rationale:

This measure uses the same measurement quarters as the adult entered employment rate. The only distinction is that all dislocated workers are counted in this measure regardless of their employment status at registration.

Dislocated Worker Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit:

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Operational Parameters:

- ❖ Employment in the first and third quarters following exit does not have to be with the same employer.
- ❖ Individuals who are not found to be employed in the first quarter after exit are excluded from this measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale:

This measure has the same rationale as the adult employment retention rate.

Dislocated Worker Earnings Replacement Rate in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation).

Operational Parameters:

- ❖ To ensure comparability of this measure on a national level, the UI wage records are the only data source for this measure. Individuals whose employment in either the first or third quarter after exit was determined from supplementary sources and not from the UI wage records are excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).
- ❖ This measure includes the same population as the retention measure; those who are employed in the first quarter following exit.
- ❖ Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.

- ❖ If there is no date of dislocation or if the date of dislocation is after the WIA registration, the 2nd and 3rd quarters prior to registration are used. The registration date may not closely simulate the results from the 2nd and 3rd quarters prior to the dislocation quarter.
- ❖ Any individual whose entry (registration) date is so far back in time that accessing quarters 2 and 3 pre-dislocation/pre-registration wage data is unfeasible or unreasonable is excluded from the earnings replacement calculations. However, participants excluded from this measure for this reason are still included in any other applicable measures. For example, these participants are still counted in the retention measure.
- ❖ Calculation for this indicator is done on an aggregate basis.

Rationale:

As opposed to the adult earnings measure that calculates post-program earnings increases as compared to pre-program earnings, the earnings replacement rate, which computes the percentage of pre-program earnings being earned following a person's exit from WIA, is being used for dislocated workers. This is because it is sometimes difficult to find dislocated workers (with formerly high paying jobs) a new job with equivalent or better wages; therefore measuring earnings increases might result in negative numbers and would not be representative of a dislocated worker's true success. Because a major goal of the dislocated worker program is to ameliorate earnings loss as well as to replace or increase earnings, a better measure of the dislocated worker program's effectiveness is the percentage of earnings of the new job in relation to the job of dislocation. Also, the quarter prior to dislocation often includes severance pay or may reflect reduced hours. This is why quarters 2 and 3 prior to dislocation were chosen.

Dislocated Worker Employment and Credential Rate

Of dislocated workers who received training services:

Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

Operational Parameters:

- ❖ Same as the adult employment and credential measure.

Rationale:

The rationale for this measure is the same as for the adult employment and credential measure.

Table E - Dislocated Worker Programs Results At-A-Glance			
	Negotiated		Actual
	Performance Level		Performance Level
Entered Employment Rate	63.0		89.8
			123
			137
Employment Retention Rate	85.0		91.1
			112
			123
Earnings Change in Six Months	93.0		100.9
			\$932,667
			\$924,720
Employment and Credential Rate	46.0		65.0
			65
			100

Table F - Outcomes for Dislocated Worker Special Populations							
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced
Entered Employment Rate	93.9	31	78.6	11	91.7	11	4
		33		14		12	5
Employment Retention Rate	90.3	28	90.9	10	100.0	11	2
		31		11		11	4
Earnings Change in Six Months	77.8	\$244,659	119.0	\$125,533	144.7	\$104,073	\$8,074
		\$314,457		\$105,526		\$71,921	\$1
Employment and Credential Rate	79.3	23	54.5	6	71.4	5	2
		29		11		7	4

Older Youth (Age 19-21) Measures

Older Youth Entered Employment Rate

Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit:
 Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters:

- ❖ Same as adult, except that individuals in both employment and post-secondary education or advanced training in the first quarter after exit are included in the denominator. Individuals who are not employed, but are in only post-secondary education or advanced training in the first quarter after exit, are excluded from this measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale:

The exclusion of those individuals who move on to post-secondary education or advanced training and not employment avoids the disincentive of penalizing a program for placing an older youth in post-secondary education or advanced training. It better aligns the older youth measures with the younger youth measures, which reward programs for moving youth into post-secondary education or advanced training. Those individuals who are excluded from this measure due to entry into post-secondary education or advanced training are measured in the older youth credential rate.

Older Youth Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:
Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters:

- ❖ Same as adult employment retention rate, except for those individuals who are employed in the first quarter and not employed in the third quarter following exit, but are in post-secondary education or advanced training during the third quarter following exit. These individuals are excluded from this measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale:

Same as adult employment retention rate, except that it would be unfair to penalize a participant who was employed in the quarter after exit, but left employment to start post-secondary education in the third quarter after exit. Therefore, those not employed in the third quarter after exit who are in post-secondary education or advanced training in that third quarter following exit are excluded from the measure.

Older Youth Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:
Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.

Operational Parameters:

- ❖ Same as adult average earnings change

Rationale:

Same as adult average earnings change.

Older Youth Credential Rate

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Operational Parameters:

- ❖ As opposed to the adult and dislocated worker measures where a credential must be coupled with employment, for older youth, an older youth credential can be coupled with employment, entry into post-secondary education, or entry into advanced training.
- ❖ As opposed to the adult and dislocated worker measures where only those who received training services are included in the measure, all older youth exiters will be included in this measure.
- ❖ Credentials can be obtained while a person is still participating in services.

Rationale:

This denominator is different from the adult and dislocated worker credential measure in that those two measures are a subset of participants enrolled in training, while this measure includes all older youth. The reason is that there is not a specific activity of “training” in the youth program as there is in the adult and dislocated worker programs through individual training accounts. Therefore, it is not possible to limit the measure to those enrolled in training.

	Negotiated	Actual	
	Performance Level	Performance Level	
Entered Employment Rate	61.0	83.6	61 73
Employment Retention Rate	76.0	88.1	52 59
Earnings Change in Six Months	\$2,320	\$3,233	\$171,353 53
Credential Rate	36.0	51.1	46 90

Reported Information	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth
Entered Employment Rate	66.7	0.0	50.0	82.1
Employment Retention Rate	83.3	0.0	100.0	86.8
Earnings Change in Six Months	\$1,575	\$0	\$1,009	\$2,885
Employment and Credential Rate	54.5	0.0	40.0	54.7

Younger Youth (Age 14-18) Measures

Younger Youth Skill Attainment Rate

Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills:

Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills

goals plus the number of work readiness skills plus the number of occupational skills goals set.

Operational Parameters:

- ❖ This measure creates an appropriate intermediate-type measure for youth who require more services, such as academic and soft skills development, prior to attaining a diploma or equivalency, employment, and post secondary education.
- ❖ If a participant is deficient in basic literacy skills, the individual must set, at a minimum, one basic skills goal (the participant may also set work readiness and/or occupational skills goals, if appropriate).
- ❖ WIA participants counted in this measure will be all in-school; and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills.
- ❖ All youth measured in this rate must have a minimum of one skill goal set per year and may have a maximum of three goals per year.
- ❖ The target date for accomplishing each skill goal must be set for no later than one year.
- ❖ The skill goal or the target date set can only be extended if the participant has a gap in service where they are placed in a hold status in which the participant is not receiving services but plans to return to the program. When they enter a hold status, the one year clock for the goal target date stops. The clock begins again once the participant is no longer in a hold status.
- ❖ Goals will fall into the category of basic skills, work readiness skills, or occupational skills. Participants may have any combination of the three types of skill goals (three skill goals in the same category, two skill goals in one category and one skill goal in another, or one skill goal in each category, etc.).
- ❖ Success of skill attainment goals is to be recorded in the quarter of goal achievement, while failure will be recorded in the quarter one year from the time the goal was set if not attained by such time.

Rationale:

There is concern about the potential lack of comparability among States and local areas on this measure. At the same time, local flexibility is important because of the individual service strategy philosophy. With these competing forces, it is important to set some guidelines to ensure comparability, while not being so proscriptive as to prevent participants from setting appropriate goals. Therefore, a maximum of three goals per person in each year is allowable in order to prevent the setting of multiple minimum-level skills goals, while still encouraging participants to set goals in any one of the skill categories.

Younger Youth Diploma or Equivalent Attainment

Of those who register without a diploma or equivalent:

Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Operational Parameters:

- ❖ If a younger youth exits WIA while still enrolled in secondary education, the individual is excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).
- ❖ All younger youth (except those still in secondary school at exit and those who have already attained their diploma or equivalent prior to registration) will be assessed in this measure in the quarter after exit.

Rationale:

Those participants who exit WIA while still enrolled in secondary education are excluded from the measure. This exclusion is because some participants may decide to leave the program before finishing high school. It would be impossible for those participants to have attained a diploma or equivalent at the time of exit if they are still enrolled in high school. This measure is intended to motivate program staff to continue services to participants until they attain a diploma or its equivalent.

Younger Youth Retention Rate

Number of younger youth found in one of the following categories in the third quarter following exit:

- ❖ post secondary education
- ❖ advanced training
- ❖ employment
- ❖ military service
- ❖ qualified apprenticeships

divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Operational Parameters:

- ❖ If the participant is in one of the placement activities listed above during the third quarter following exit, the individual is counted as successfully retained (the participant does not have to remain in the same activity for the entire retention period, as long as the participant is found in one of the activities during the third quarter).
- ❖ If the participant exits WIA and does not enter into any of placement activities by the time retention is measured, the participant is counted in the denominator of the measure and it is reflected as a negative outcome.

- ❖ If a younger youth exits WIA while still enrolled in secondary education, the individual is excluded from the measure (i.e., the program is not held accountable for these individuals under this measure).

Rationale:

This measure assesses retention in the third quarter following exit from the program. This measurement time period is consistent with the adult and dislocated worker retention period, which also measure retention in the third quarter following exit. The Workforce Investment Act stipulated one measure for younger youth placement and retention. Because of the increasing emphasis on post-program measures, retention was chosen as the focus of this measure. To be consistent with the diploma/equivalency attainment rate and because it would be unfair to penalize those participants who exit while still in secondary school, the denominator of this measure does not include those who exit while still in secondary school.

How Summer Youth Activities fit into Performance

Unlike the performance measurement system under the Job Training Partnership Act (JTPA) where participants in the separately funded summer youth program were not included in measuring JTPA youth outcomes, all WIA youth are measured as part of a comprehensive youth program assessed by the core performance measures for youth. The majority of youth who have participated in the summer program in the past have been between the ages of 14 and 17. These participants would fall under the three younger youth measures; the skill attainment rate, the diploma/equivalency measure and the retention rate. An in-school youth who exits and returns to secondary school following participation in summer employment opportunities is not included in the younger youth diploma or equivalency rate or the younger youth retention rate. Such a participant would only be included in the skill attainment rate. Within the skill attainment rate, if the participant is basic literacy skills deficient, the individual must have a basic skills goal. If the participant is not basic literacy skills deficient, a work readiness skills goal would be appropriate for a youth in a summer employment opportunity. Therefore, it is in the best interest of the local One Stop Center to serve an in-school youth who is basic skills deficient all year long and not only in the summer employment opportunities component.

Out-of-school youth are included in all three younger youth measures because they do not return to secondary school following summer employment opportunities. Therefore, it is in the best interest of participants and of the local One Stop Center to serve out-of-school youth all year long and not only in summer employment opportunities. All older youth are included in the four older youth measures: entered employment, retention, earnings change and credential attainment, with exceptions in certain circumstances. All four of these measures are outcome measures assessed following exit. Older youth who participate in the summer portion of the youth program and exit are held to the

same rules as any other older youth who exits the program. Therefore, it is in the interest of local One Stop Centers to serve older youth who participate in summer employment opportunities in year-round services if the youth do not have a credential and/or job placement.

Table J - Younger Youth Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	70.0	66.3	465 701
Diploma or Equivalent Attainment Rate	56.0	56.1	87 155
Retention Rate	52.0	67.5	106 157

Table K - Outcomes for Younger Youth Special Populations					
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth
Skill Attainment Rate	77.5	31 40	63.5	94 148	64.4 96 149
Diploma or Equivalent Attainment Rate	42.9	3 7	51.9	14 27	32.7 18 55
Retention Rate	37.5	3 8	58.8	10 17	67.6 48 71

Table L - Other Reported Information.

Table L contains other performance measures that are not part of the core measures mandated by the WIA. However, these measures are also required by the Act and therefore, they are included in this table.

***Twelve Months Employment Retention Rate and
Twelve Months Earnings Change (Adults and Older Youth) or
Twelve Months Earnings Replacement (Dislocated Workers)***

This information is reported for individuals who exited in the first quarter of the previous program year and the last three quarters of the second previous program year (i.e., 10/01/99 through 09/30/00), to enable the employment history of WIA exiters to be tracked for five quarters following exit. (NOTE: Because the reporting period covers the time period when Wyoming was transitioning from the JTPA program to the WIA program, these rates measure the combined success of both JTPA and WIA exiters.)

Adult Employment Retention Rate at Twelve Months

Of those who are employed in the first quarter after exit:

Number of adults who are employed in the fifth quarter after exit divided by the number of adults who exited

Operational Parameters:

- ❖ This measure includes only those who are employed in the first quarter following exit (regardless of their employment status at registration). Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- ❖ Employment in the first and fifth quarters following exit does not have to be with the same employer.

Rationale:

While the proposed measure does not necessarily indicate continuous employment for 12 months, it does meet the intent of the Workforce Investment Act by showing that the person is employed 12 months after entering employment. Like the six months retention rates, this measure requires verifying employment in the quarter after exit rather than relying on employment status at registration.

Adult Average Earnings Change in Twelve Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exited.

Operational Parameters:

- ❖ This measure includes the same population as the adult employment retention measure, those who are employed in the first quarter following exit (regardless of their employment status at registration).
- ❖ To ensure comparability of this measure on a national level, UI wage records are the only data source for this measure. Therefore, individuals whose employment in either the first, third, or fifth quarter after exit was determined from supplementary sources and not from the UI wage records are excluded from the measure.
- ❖ Individuals who are not employed in the first quarter after exit are excluded from this measure.
- ❖ Individuals whose entry (registration) date is so far back in time that accessing quarters 2 and 3 of pre-registration wage data is unfeasible or unreasonable, are excluded from this measure. However, participants excluded from this measure for this reason are still included in any other applicable measures.
- ❖ If supplementary sources are the data source for a participant's employment in the 2nd and/or 3rd quarter prior to registration, that participant is excluded from this measure.

Rationale:

Like the six months earnings change rate, this measure is designed as a pre-program and post-program look at earnings change. Only a six month period is used for the pre-program comparison because some states have difficulty

accessing UI wage records that were reported prior to 1999. However, the post-program wages are based on earnings during the 4th and 5th quarters following exit, to satisfy the requirements of the WIA. The comparison shows the WIA program's success in helping participants to retain unsubsidized employment over the long term.

Dislocated Worker Employment Retention Rate at Twelve Months

Of those who are employed in the first quarter after exit:

Number of dislocated workers who are employed in the fifth quarter after exit divided by the number of dislocated workers who exited.

Operational Parameters:

- ❖ Same as adult.

Dislocated Worker Earnings Replacement Rate in Twelve Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation).

Operational Parameters:

- ❖ Same as adult

Older Youth Employment Retention Rate at Twelve Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:

Number of older youth who are employed in fifth quarter after exit divided by the number of older youth who exited.

Operational Parameters:

- ❖ This measure includes all individuals who are employed in the first quarter following exit, except those individuals who are employed in the first quarter and not employed in the third quarter following exit, but are in post-secondary education or advanced training third quarter following exit. These individuals are excluded from this measure.
- ❖ Employment in the first and fifth quarters following exit does not have to be with the same employer.

Older Youth Average Earnings Change in Twelve Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:

Total post-program earnings (earnings in quarter 4 + quarter 5 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exited.

Operational Parameters:

- ❖ Same as adult average earnings change, except that those that are enrolled in post-secondary education or advanced training are excluded.

Adult, Dislocated Worker and Older Youth Nontraditional Employment

Because the operational parameters, rationale and the calculation of nontraditional employment are the same for adults, dislocated workers, and older youth, only one description is provided here. However, each measure was calculated separately for the report.

Of those (adults, dislocated workers, older youth) who entered employment in the quarter after exit:

Number of (adults, dislocated workers, older youth) who entered nontraditional employment divided by the number of (adults, dislocated workers, older youth) who entered employment.

Operational Parameters:

- ❖ Both males and females can be in nontraditional employment.
- ❖ The determination of nontraditional employment may be made using either state or national data.
- ❖ This information can be based on any job held after exit.
- ❖ Participants must be employed in the quarter after exit to be included in the measure. Therefore, any adult who was not employed in the first quarter following the exit quarter, is excluded from the measure.
- ❖ Nontraditional employment is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. Individuals who exited outside of this time period are excluded from the measure.

Rationale:

Employment following exit is one of the primary goals for adults served by the WIA. Therefore, nontraditional employment is reported for these individuals. However, a negotiated performance level is not used for this measurement. Also, nontraditional employment need not be confined to a particular job or quarter, to meet the requirements of the Act.

Adult and Dislocated Worker Training-Related Employment

Like the nontraditional employment measures, the operational parameters, rationale, and calculation of training-related employment are the same for adults and dislocated workers. Therefore, only one description is given for the report, while each measure was calculated separately. Training-related employment is not a performance measure of the older youth program.

Of those (adults, dislocated workers) who entered employment in the quarter after exit:

Number of (adults, dislocated workers) who entered training-related employment, divided by the number of (adults, dislocated workers) who entered employment.

Operational Parameters:

- ❖ This information is reported for individuals who exited during the first quarter of the program year and the last three quarters of the previous program year. If the exit occurred outside of this time period, the person is excluded from the measure.
- ❖ This information can be based on any job held after exit.

Rationale:

While training-related employment is not one of the 17 core performance measures, and a minimum performance level has not been negotiated with DOL for this measure, nevertheless training-related employment is considered to be an important indicator of the success of Wyoming's WIA program. It is recognized that a participant may not find training-related employment immediately upon exiting the WIA program. Therefore, training-related employment may be reported for any job that the individual holds following exit.

Adult Wages at Entry Into Employment

Of those adults who were employed in the first quarter after exit:

Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters:

- ❖ This information is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. If the exit occurred outside of this time period, the person is excluded from the measure.
- ❖ To ensure comparability of this measure on a national level, UI wage records will be the only data source used for this measure. Therefore, individuals whose employment was determined from supplementary sources are excluded from the measure.

- ❖ Individuals who are not found to be employed in the first quarter after exit are excluded from this measure.
- ❖ Adults who are employed at registration are excluded from this measure.

Rationale:

The measurement of wages at entry into employment pertains to wages that were earned in the first quarter following exit. While the person may have become employed prior to this quarter, the first quarter after exit is more likely to show wages for a complete quarter, thereby indicating a true level of success. Also, as with the entered employment rates described earlier in this section, incumbent and underemployed workers (i.e., individuals who were employed at registration) are excluded from this measure because the intent of the legislation focuses on entering employment. It becomes very difficult to include individuals who are employed at registration without further complicating the measure and making it subject to misinterpretation. Individuals who are employed at registration can demonstrate positive outcomes in the retention, earnings gain/replacement, and combination employment and credential measures.

Dislocated Worker Wages at Entry Into Employment

Of those dislocated workers who are employed in the first quarter after exit:
Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters:

- ❖ Same as adult

Rationale:

This measure uses the same measurement quarter as the adult wages at entry into employment rate. The only distinction is that all dislocated workers are counted in this measure regardless of their employment status at registration. It is not desirable to exclude dislocated workers who were employed at registration, as these individuals frequently are not dislocated until after they registered for WIA. To exclude them from the measure, would mean that much of the dislocated worker population is excluded.

Older Youth Wages at Entry Into Employment

Of those older youth who are employed in the first quarter after exit:
Total earnings in the first quarter after exit divided by the number of exiters.

Operational Parameters:

- ❖ Same as adult, except that older youth who are not employed but who are in post-secondary education or advanced training in the first quarter after exit are excluded from the measure.

Rationale:

An additional parameter is added for older youth because of their involvement with post-secondary education and/or advanced training. Otherwise, the rationale for this measure is the same as that given for the adult wages at entry into employment.

Table L - Other Reported Information										
	12 Month		12 Month		Placements for	Wages At Entry		Entry Into		
	Employment	Retention Rate	Earnings Change	Adults and Older Youth	Participants in	Into Employment	For Those	Unsubsidized	Employment	
			or		Nontraditional	Individuals	Who Entered	Related to the	Training Received	
			12 Month Earnings		Employment	Who Entered	Unsubsidized	of Those Who	Completed	
			Replacement			Employment	Employment	Completed	Training Services	
			(Dislocated Worker)							
Adults	74.3	127 171	\$4,081	\$685,603 168	14.7	31 211	\$3,751	\$656,456 175	82.9	175 211
Dislocated Worker	82.4	84 102	102.5	\$950,703 \$927,897	7.3	9 123	\$5,578	\$568,911 102	61.8	76 123
Older Youth	63.6	42 66	\$2,021	\$133,379 66	14.8	9 61	\$2,330	\$121,136 52		

Table M - Participation Levels

Table M contains no performance data. It is a listing of the number of participants and exiters for Program Year 2001.

Table M - Participation Levels		
	Total Participants Served	Total Exiters
Adults	597	313
Dislocated Workers	263	138
Older Youth	190	114
Younger Youth	770	362

Table N - Cost of Activities Information

This financial data is required cumulatively on an accrual basis by program year.

Total Federal Spending for Local Adult, Local Dislocated Worker, and Local Youth Funding Stream Activities

This is the total accrued expenditures (federal outlays) which are the sum of actual cash disbursements for direct charges, for goods and services, plus:

- ❖ Net increase or decrease in amounts owed by the recipient for goods and other property received; for services performed by employees, contractors, subgrantees, and other payees and other amounts becoming owed for which no current services or performance is required. These entries are strictly program costs which are reported on the WIA Financial Status Report (FSR) (ETA 9076 D, E and F) (not including administrative costs). This data loosely

matches the data submitted on the June 30 FSR. Minor variances could occur based on the required due dates of August 15 for WIA FSR data and December 1 for the Annual Report.

Total Federal Spending for Rapid Response Activities

This is the total accrued expenditures of the up to 25% Dislocated Worker funds that Wyoming reserved for Statewide Rapid Response activities, for the program year. The entry closely matches the entry on the June 30 WIA FSR (ETA 9076-B) with variances that may occur due to the difference in report due dates.

Total Federal Spending for Statewide Required Activities

The Federal Spending Column includes only the sum of total federal outlays used for statewide required activities (up to 15%). This also includes all federal costs (program and administrative) used for operating the fiscal and management accountability system.

Statewide Allowable Activities Program Activity Description

In the Program Activity Description Column, States **may** individually describe the activities for which the State used any of the total federal programmatic outlay for the up to 15% allowable activities (e.g., funds passed through to local programs for use with Summer Employment opportunities). All of the activities are individually described for which 10 percent or more of these funds were spent. A miscellaneous description line is also included for all activities that are not required to identify individually (because the outlay for the activity accounted for less than 10 percent of these funds) or chose not to identify individually. This does not include administrative outlays.

Total Federal Spending by Statewide Activities (15%) Allowable Activities

This column includes the sum of total federal programmatic outlays used for activities. States may report any of these costs and should report costs which equaled 10 percent or greater of the total federal outlay for the up to 15% Statewide or Statewide allowable activities. Miscellaneous outlays are also included for all activities that are not required to be identified individually (because the outlay for the activity accounted for less than 10 percent of these funds) or because the state chose not to identify these activities individually. Excluded from this response are administrative outlays.

Total of All Federal Spending Listed Above

This sum is the total Federal Outlays for Adult, Dislocated Worker, and Youth Funding Stream Activities, Rapid Response Activities, Statewide Required Activities (up to 15%), plus Statewide Allowable Activities included in Table N. (Please note: Since this response is the sum of the amounts listed on each of the lines in the Total Federal Spending column, it does not exceed the sum of the other lines.)

State of Wyoming Annual Report for WIA title I-B programs

Table N- Cost of Program Activities				
	Program Activity			Total Federal Spending
Local Adults				\$ 2,022,831
Local Dislocated Workers				1,116,786
Local Youth				2,088,595
Rapid Response				7,542
Statewide Required Activities				652,536
Statewide Allowable Activities				
	Senior Citizens Employment & Training		52,415	
	Partnership Building		42,567	
	Total Statewide Allowable Activities			94,982
	Total of All Federal Spending Listed Above			\$ 5,983,272

Table O - Local Performance

This table was designed by DOL for states that have multiple local workforce investment areas, so that WIA performance could be reported for each area. Inasmuch as Wyoming is a single statewide workforce area for WIA purposes, this table is a summary of information that is already reported in Tables A through K.

In only one area (i.e., Younger Youth Skill Attainment) did Wyoming perform at a level that was lower than the level negotiated with DOL. However, even in this area, the state achieved a performance rate that was more than 80 percent of the negotiated level. Wyoming’s performance in each of the other measures exceeded the negotiated level.

State of Wyoming Annual Report for WIA title I-B programs

Table O - Local Performance (Include This Chart for Each Local Area In The State)			
Local Area Name		Adults	597
<u>State of Wyoming</u>	Total Participants Served	Dislocated Workers	263
		Older Youth	190
		Younger Youth	770
ETA Assigned #		Adults	313
<u>56005</u>	Total Exiters	Dislocated Workers	138
		Older Youth	114
		Younger Youth	362
		Negotiated Performance Level	Actual Performance
Customer Satisfaction	Program Participants	69.0	76.7
	Employers	67.0	82.5
Entered Employment Rate	Adults	65.0	84.7
	Dislocated Workers	63.0	89.8
	Older Youth	61.0	83.6
Retention Rate	Adults	72.0	87.4
	Dislocated Workers	85.0	91.1
	Older Youth	76.0	88.1
	Younger Youth	52.0	67.5
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,725	\$3,878
	Dislocated Workers	93.0	100.9
	Older Youth	\$2,320	\$3,233
Credential/Diploma Rate	Adults	46.0	57.4
	Dislocated Workers	46.0	65.0
	Older Youth	36.0	51.1
	Younger Youth	56.0	56.1
Skill Attainment Rate	Younger Youth	70.0	66.3
Description of Other State Indicators of Performance (WIA §136(d)(1)) (Insert additional rows if there are more than two Other State Indicators of Performance)			
NONE			
Overall Status of Performance		Not Met	Met
			Exceeded
		x	

Note: All Core Performance Measures met or exceeded 80% of the Negotiated Performance levels set by the Department of Labor for Program Year 2001.

Appendix C - GLOSSARY OF TERMS

The following definitions are those that are most frequently needed by the case managers/career advisors. For a full list of definitions see the Workforce Investment Act (WIA) and/or the WIA Final Regulations.

Actual Performance Level - The actual performance levels on the core indicators of performance for the groups of individuals specified on the table.

Administrative Entity - Wyoming Training Section (WTS). The WTS administers all of the WIA program requirements for the State of Wyoming.

Adult - An individual who is 18 years of age or older.

Advanced Training - An occupational skills employment/training program, not funded under title I of the WIA, which does not duplicate training received under title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

Basic literacy skills deficient - The individual computes or solves problems, reads, writes, or speaks English at or below the 8th grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. In addition, States and locals have the option of establishing their own definition, which must include the above language. In cases where States and/or locals establish such a definition, that definition will be used for basic literacy skills determination.

Basic skills goal - Measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

Case Management - The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, and provide job and career counseling during program participation and after job placement. *Reference WIA ' 101(5)*

Credential - Nationally recognized degree or certificate or State/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. This includes all Wyoming Education Department-recognized credentials. In addition, credential certificates may be given in recognition of the successful completion of the training services listed above that

are designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment.

Date of dislocation - The last day of employment at the dislocation job. If there is no date of dislocation, the date of WIA registration is used instead.

Dislocated Worker - An individual who *B Reference WIA ' 101(9)*

- ❖ Has been terminated or laid-off, or who has received a notice of termination or layoff from employment;
- ❖ Is eligible for or has exhausted entitlement to unemployment compensation; or
- ❖ Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
- ❖ Is unlikely to return to his/her previous industry or occupation;
- ❖ Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- ❖ Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or

Note: For purposes of eligibility to receive services other than training services described in section 134(d)(4), intensive services described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

- ❖ Was self-employed (including farmers and ranchers) and is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- ❖ Is a displaced homemaker.
- ❖ Received services (other than self-service and informational activities) funded with dislocated worker program funds.

Displaced Homemaker - An individual who has been providing unpaid services to family members in the home (WIA section 101(10) and (1) has been dependent on the income of another family member but is no longer supported

by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment; or For the purposes of carrying out innovative Statewide activities noted in WIA section 134, the following individuals may also be counted as displaced homemakers WIA section 134(a)(3)(A)(vi)(I): individuals who are receiving public assistance and are within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).

Eligible Training Provider - Is a HEA (Higher Education Act), NAA (National Apprenticeship Act) or other entity that meets the initial or subsequent eligibility requirements as established by WIA Section 122 and by state policies. All perspective training providers must complete an application to establish the training provider's eligibility to provide training services. Eligible training providers must sign an agreement and agree to provide performance and cost information on the training programs the provider proposes to place on the list of approved training programs. All approved training programs offered by an eligible training provider must meet minimum performance requirement as established by the WWDC (Wyoming Workforce Development Council). Training programs offered by eligible training providers must lead to a degree, certificate, or license recognized by a certifying or accrediting entity or agency.

Employed at Registration - An individual employed at registration is one who, during the 7 consecutive days prior to registration, did any work at all as a paid employee, in his or her own business, profession or farm, worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family, or is one who was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job.

Employed in Quarter After Exit Quarter - The individual is considered employed if UI wage records for the quarter after exit show earnings greater than zero. UI Wage records will be the primary data source for tracking employment in the quarter after exit. When supplemental data sources are used, the individuals are counted as employed if, in the calendar quarter after exit, they did any work at all as paid employees (i.e., received at least some earnings), worked in their own business, profession, or worked on their own farm.

High School Diploma Equivalent - GED or high school equivalency diploma recognized by the State of Wyoming.

Individuals Who Received Training Services - Individuals who received services for adults and dislocated workers described in WIA section 134(d)(4)(D).

Individuals With Disabilities - Individuals with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

Military service - Reporting for active duty.

Negotiated Performance Level - The level of performance negotiated between Wyoming and the U.S. Department of Labor (DOL).

Nontraditional Employment - Employment in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work (WIA section 101(26)). This determination may be made using either state or national data. Both males and females can be in nontraditional employment.

Not Employed at Registration - An individual who does not meet the definition of employed at registration.

Occupational Skills Goal - Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

Older Individuals - Individuals aged 55 years or older at the time of registration.

Older Youth - Individuals age 19 to 21 at registration who received youth activities funded by youth program funds.

Out-of-School Youth - An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed. (For reporting purposes only: All youth except those who are attending any school and have not received a secondary school diploma or its recognized equivalent and except those who are attending post-secondary school and are not basic skills deficient.

Post-Secondary Education - A program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Program Year (PY) 2000 - The period of July 1, 2000, to June 30, 2001, for adult and dislocated worker programs and from April 1, 2000, to March 31, 2001, for youth programs.

Program Year (PY) 2001 - The period of July 1, 2001, to June 30, 2002, for adult and dislocated worker programs and from April 1, 2001, to March 31, 2002, for youth programs.

Public Assistance Recipients - Individuals who receive Federal, State, or local government cash payments for which eligibility is determined by a needs or income test (WIA section 101(37)). The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during participation. Receipt of foster child payments should not be counted as public assistance. In Table C, Public Assistance Recipients are only those individuals who received Intensive or Training Services.

Qualified Apprenticeship - A program approved and recorded by the ETA/Bureau of Apprenticeship and Training (BAT) or by a recognized State Apprenticeship Agency (State Apprenticeship Council). Approval is by certified registration or other appropriate written credential.

Registrant - An applicant who has been approved by the Gatekeeper to be served in a title I program.

Total Exitors - The total number of WIA registrants who exited WIA, per funding category, in the program year. Each individual becomes part of an exit cohort, a group which is determined to be the exitors within a particular quarter and are looked at together for measurement purposes. There are two ways to determine exit:

1. a registrant who has a date of case closure, completion or known exit from WIA-funded or non-WIA funded partner service within the quarter (hard exit);
2. a registrant who does not receive any WIA-funded or non-WIA funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).

Registrants who have a planned gap in service of greater than 90 days are not considered to have exited if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services. When this happens, career advisors document any gap in service that occurs and provide a reason for such a gap in service. Registrants who exit from services because they are incarcerated, deceased or have a health/medical condition that prevents the individual from participating in services, should be excluded from the measures. Once a registrant has not received any WIA-funded or partner services, except follow-up services, for 90 days, and there is no planned gap in service, then that participant has exited WIA for the purposes of measurement in 14 of the 17 core measures (the younger youth skill attainment rate and employer customer satisfaction measures are not based on exit). The exit date is the last date of WIA-funded or partner services received (except follow-up services). For a soft exit, the date of exit cannot be determined until 90 days have elapsed from the last date of service. At that point, the exit date recorded is the last date of service. The exit quarter (referred to

throughout the definitions of the measures) is the quarter in which the last date of service (except follow-up services) takes place. If a registrant exits WIA and receives future WIA services after exiting, that registrant is treated as a new registrant for purposes of the core measures and will be included in the appropriate measures.

Total participants - The total number of individuals served by WIA title I-B funds, per funding category, during the program year. This includes individuals who received services with adult, dislocated worker, youth and 15% funds. This does not include individuals who only participated in National Emergency Grant services or only participated in self-service or informational activities.

Training-Related Employment - Employment in which the individual uses a substantial portion of the skills taught in the training received by that individual.

Training Services - Includes WIA-funded and non-WIA funded partner training services. These services include: occupational skills training, including training for nontraditional employment; on-the-job training; programs that combine workplace training with related instruction, which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Veterans - Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

Wyoming State Youth Council (SYC) - The council that serves as the local youth board for the State of Wyoming.

Work Readiness Skills Goal - Work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

Wyoming Workforce Development Council (WWDC) - The council that serves as the State and Local Workforce Investment Board for the State of Wyoming.

Youth - A low-income individual who is not less than age 14 and not more than age 21 at the time of registration for Workforce Investment Act services. The individual must have one of the following barriers:

- ❖ Deficient in basic literacy skills;
- ❖ A school dropout;
- ❖ Homeless, a runaway, or a foster child;
- ❖ Pregnant or a parent;
- ❖ An offender;
- ❖ An individual who requires additional assistance to complete an education program, or to secure and hold employment.

WIA Annual Report Data

State Name: WY

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	76.7	460	857	857	53.7
Employers	67	82.5	233	256	256	91

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65	84.8	212
			250
Employment Retention Rate	72	87.5	223
			255
Earnings Change in Six Month	2,725	3,878	694,218
			179
Employment and Credential Rate	46	57.6	141
			245

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	75	21	93.3	28	80.8	21	85	17
		28		30		26		20
Employment Retention Rate	79.2	19	81.3	26	76.9	20	80	16
		24		32		26		20
Earnings Change in Six Months	1,754	31,574	5,260	89,423	3,527	70,530	2,465	34,504
		18		17		20		14
Employment and Credential Rate	39.3	11	66.7	18	47.8	11	22.2	4
		28		48		23		18

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	86.1	179	78.6	33
		208		42
Employment Retention Rate	90.2	193	73.2	30
		214		41
Earnings Change in Six Months	4,421	641,069	1,563	53,149
		145		34

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63	89.8	123
			137
Employment Retention Rate	85	91.9	113
			123
Earnings Replacement in Six Months	93	103	924,823
			898,298
Employment and Credential Rate	46	64.7	66
			102

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	93.9	31	78.6	11	91.7	11	80	4
		33		14		12		5
Employment Retention Rate	90.3	28	90.9	10	100	11	50	2
		31		11		11		4
Earnings Replacement Rate	90.4	262,304	119	125,533	144.7	104,073	807,400	8,074
		290,263		105,526		71,921		1
Employment And Credential Rate	76.7	23	54.5	6	71.4	5	50	2
		30		11		7		4

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	92.2	94	82.9
102			35	
Employment Retention Rate	91.5	86	93.1	27
		94		29
Earnings Replacement Rate	111.6	727,622	80	197,201
		651,746		246,552

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	61
Employment Retention Rate	76	88.6	62 70
Earnings Change in Six Months	2,320	3,225	170,904 53
Credential Rate	36	51.1	46 90

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	66.7	6	0	0	50	2	82.6
9			1		4		69	
Employment Retention Rate	85.7	6	0	0	100	3	87.3	55
		7		1		3		63
Earnings Change in Six Months	1,575	7,874	0	0	1,009	2,017	3,154	154,552
		5		1		2		49
Credential Rate	54.5	6	0	0	40	2	50.6	42
		11		1		5		83

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	70
Diploma or Equivalent Attainment Rate	56	55.2	701
			85
Retention Rate	52	68.4	154
			106
			155

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	77.5	31	63.5	94	64.4	96
		40		148		149
Diploma or Equivalent Attainment Rate	42.9	3	50	13	33.3	18
		7		26		54
Retention Rate	28.6	2	56.3	9	68.9	51
		7		16		74

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	74.3	127	4,081	685,603	14.7	31	3,751	656,456	63.7	114
		171		168		211		175		179
Dislocated Workers	82.4	84	102.5	950,703	7.3	9	5,578	568,911	66	62
		102		927,897		123		102		94
Older Youth	63.6	42	2,021	133,379	14.8	9	2,330	121,136		
		66		66		61		52		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	597	317
Dislocated Workers	263	138
Older Youth	190	115
Younger Youth	770	363

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,022,831.00
Local Dislocated Workers		\$1,116,786.00
Local Youth		\$2,088,595.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$7,542.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$652,536.00
Statewide Allowable Activities 134 (a) (3)	Senior Citizens Emp &Tng	\$52,415.00
	Partnership Building	\$42,567.00
Total of All Federal Spending Listed Above		\$5,983,272.00

WIA Annual Report Data

State Name: WY

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Wyoming Workforce Investment Board	Total Participants Served	Adults	597
		Dislocated Workers	263
		Older Youth	190
		Younger Youth	770
	Total Exiters	Adults	317
		Dislocated Workers	138
		Older Youth	115
		Younger Youth	363

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	76.7
	Employers	67	82.5
Entered Employment Rate	Adults	65	84.8
	Dislocated Workers	63	89.8
	Older Youth	61	83.6
Retention Rate	Adults	72	87.5
	Dislocated Workers	85	91.9
	Older Youth	76	88.6
	Younger Youth	52	68.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,725	3,878
	Dislocated Workers	93	103
	Older Youth (\$)	2,320	3,225
Credential / Diploma Rate	Adults	46	57.6
	Dislocated Workers	46	64.7
	Older Youth	36	51.1
	Younger Youth	56	55.2
Skill Attainment Rate	Younger Youth	70	66.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	