

October 1, 2007
Program Year 2006



Workforce Investment Act Title I-B Activities in Wyoming-- Program Year 2006



STATE OF WYOMING Department of Workforce Services Workforce Investment Act, Title I-B Annual Report

Vision

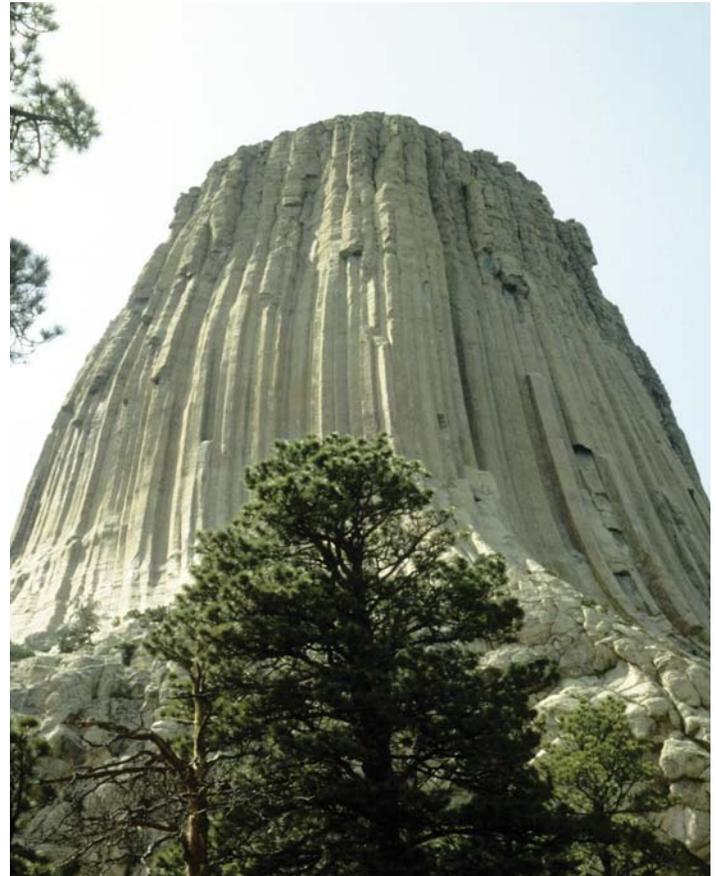
The vision of the Department of Workforce Services is to link human and economic development for Wyoming's future.

The Department of Workforce Services was created with the purpose of organizing, coordinating and streamlining various state and federal employment and training services in Wyoming. Since its inception in July 2002, the Department of Workforce Services has consolidated and aligned numerous state and federal programs to devise a more streamlined approach to service delivery.

The Department of Workforce Services is working toward its goal of implementing a high growth and demand driven approach with the many program services for which it has administrative responsibility. This concept of common purpose and goals for varied programs has a significant impact on Wyoming's businesses, citizens and economy.

Wyoming realizes no organization can function without a firm grasp on the environment in which it operates; nor can an organization survive without the ability to foresee changes in the

environment that will affect the organization and the services it provides. With an emphasis on data and information driven decision-making, the Department of Workforce Services strives to maximize its current resources and continues to identify ways to respond to new challenges and possibilities in its environment. The Department's positive relationships with employers, community and job seekers are considered its most valuable resources.



DEVIL'S TOWER--Rising 1,267 feet above the Belle Fourche River in northeastern Wyoming, Devil's Tower is a sacred landmark for Plains Tribes.

Mission

The Department of Workforce Services will build a workforce to meet the changing demands of Wyoming's businesses, citizens and economy.

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A Message from the Director--Joan Evans



The Wyoming Department of Workforce Services is pleased to share its Program Year 2006 WIA Annual Report. As we look back over this past year, we have had many accomplishments and taken on many challenges.

Our Employment Services Division administers the WIA Title I-B programs. One of the Division's successes this past year has been the launch of our new management information system, Wyoming At Work. Wyoming At Work, an online case management and job matching tool, went live in November 2006 after a two-year effort to design and build a better data collection and case management system that streamlines our services.

Equally as important, the Employment Services Division began the process to realign staff and services, to better serve our business and individual clients.

While we are celebrating these successes, we are keeping our focus on the state's challenges. Wyoming continues to be in the midst of an economic boom. The state simply has more jobs than it has qualified people to fill these vacancies.

Our Department, alongside our partners, works diligent-

ly to move the small number of workers Wyoming has into better jobs as well as to locate workers from outside of our borders to fill the tremendous demand that our state faces. Our WIA program has allowed us to train individuals for the workforce needs of Wyoming's businesses.

Our partners help accomplish the many business goals, and it is important to us that they be recognized. Our strategic partners include:

- *The Governor's Office*--Governor Dave Freudenthal has a clear vision for Wyoming's statewide workforce investment system. His vision is to grow, strengthen and diversify Wyoming's economy and industry base.

- *The Wyoming Workforce Development Council*--Wyoming looks to the Workforce Development Council as a single point of origin for workforce policy, coordination and leveraging of resources and skills. The WWDC mission is to bring business, labor, and the public sector together to shape strategies to best meet workforce and employer needs, in order to create and sustain a higher-skill, high-wage economy.

- *The Wyoming Business Council*--The Wyoming Business Council takes the lead in defining the direction that partner agencies, in Wyoming, will take to create and maintain a diversified and growing economy. The Business Council has the majority of state and federal programs focused on economic development.

A Message from the Employment Services Division Administrator--Tony Mireles



As I return to the State of Wyoming, I am excited about the opportunities our Division has for the future.

The Division is building on best practices and is addressing the challenges that lay ahead of us in the next year.

This past year has been full of activities that improve our programs. The Division brought on Wyoming At Work, that -- like most technology -- has posed its own challenges. The system brings with it an improved method to meet the needs of our clients and capture data to help us make important decisions about our programs.

As Wyoming faces a workforce shortage and we strive to improve on the performance of this last program year, we will continue our methods to recruit, train, and place individuals in those high growth -- high demand occupations.

In the next year we will be developing new recruitment, assessment, and screening tools and methods, to better match individuals with occupations, training, and employers.

As I have traveled around the state, I see the partnerships that have been developed to best serve our clients. This next year we look forward to expanding those partnerships, especially as we look toward stronger development of our youth program and youth vision. Let's celebrate our success of this last program year, and look forward to the future and the opportunities ahead.

Program Results

Matching Job Seekers With Available Jobs

In March 2007, data compiled by the Research and Planning Unit of the Wyoming Department of Employment indicated considerable job growth in the areas of construction, wholesale trade, professional and business services, mining and natural resources (including oil and natural gas), and transportation, warehousing, and utilities positions as can be seen in the Figure 1. Consistent – but less impressive – growth was also shown in the areas of education and health services, manufacturing, and retail trade.

Other recent Research and Planning data show Wyoming's total payroll grew twice as fast as its five-year average, during the latter part of 2005 and the first half of 2006. Also, all but four counties experienced employment growth during the period. It is anticipated that consistent growth in employment and wages will continue through 2007 too. Figure 2 shows the unemployment rates.

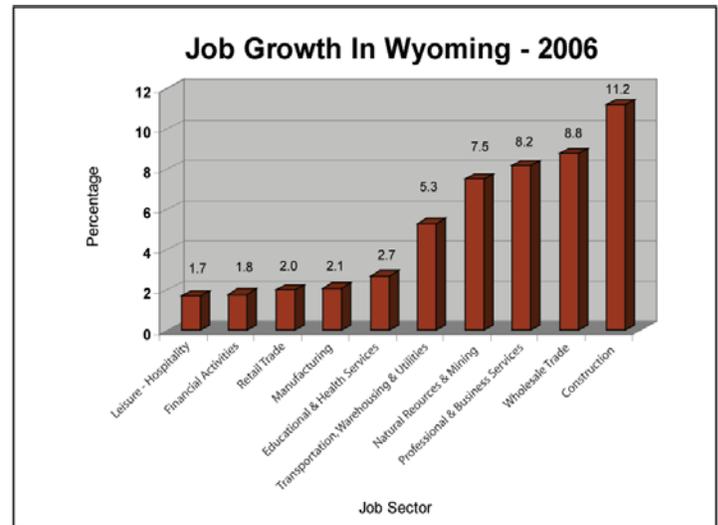
For the same period of time (March 2007), available unemployment insurance data indicated that Wyoming's seasonally adjusted unemployment insurance rate was the fourth lowest in the nation, exceeded only by the rates of Montana, Utah, and Hawaii.

Wyoming's continuing low unemployment rate for covered employment, coupled with a fast-growing economy, has influenced the state to recruit workers from outside the state to fill available jobs.

Even so, in the summer of 2006 it was estimated by Younger and Associates that there were "roughly 53,726 Wyomingites, ages 18 to 74 years, who were not employed but were interested in employment." (Younger & Associates Residential Survey, Summer 2006). The Younger and Associates survey also identified an estimated 13,628 Wyoming workers who claimed they couldn't find a job in their field.

The challenge for the Wyoming Department of Workforce

Figure 1



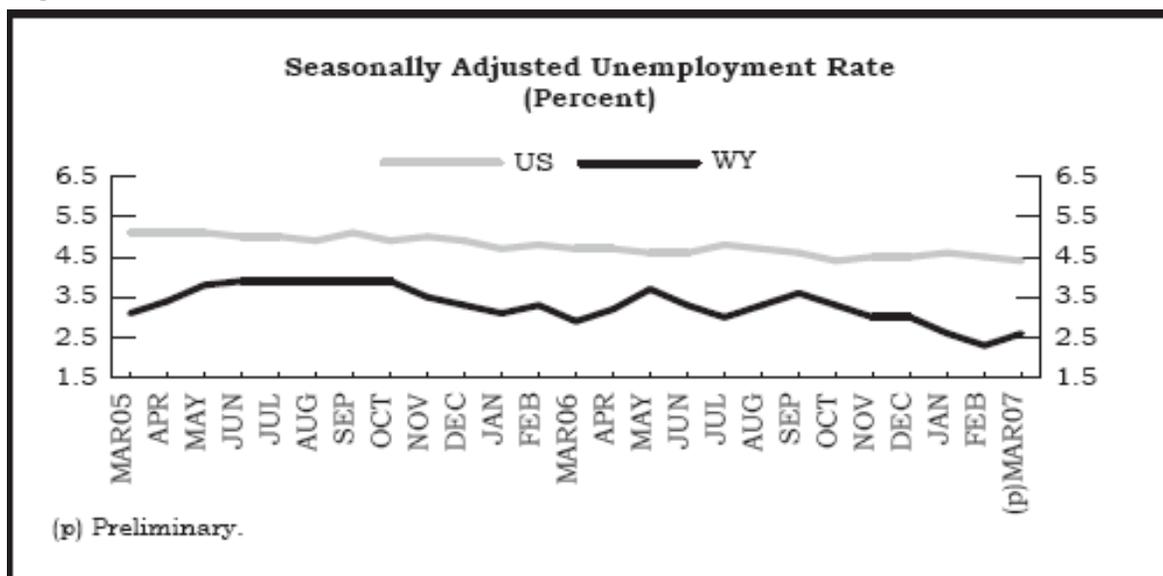
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Services is to insure we are training individuals for the jobs available, and working with our Economic Development partners to diversify our economy. The WIA program helps to bring Wyoming citizens together with these available employment opportunities, but not just these jobs; the program also helps participants link to other, less obvious – but very real – demand opportunities.

Helping To Meet Wyoming's Training Needs

According to a recent study by the Wadley-Donovan Group, a majority of the state's not-employed residents, who are interested in employment, would like to receive job training to acquire new skills. (Wadley-Donovan 2006 Workforce

Figure 2



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Assessment, State of Wyoming, page. 27) It was estimated that 33,688 (62.7 percent) have this desire.

Considering that almost 54 percent of the Wyoming residents in the “not-employed-interested-in-work” group are disabled, have transportation needs, and are lacking childcare, special accommodations are needed to administer training to these individuals.

Wyoming’s WIA program focuses on helping people with special needs and circumstances that act as barriers to employment and continued success. A wide variety of services is customized for the benefit of the individual. Also, the Department’s career advisors team with partner organizations to meet the needs of those whom they serve.

WIA clients included veterans, out-of-school youth, public assistance recipients, individuals with disabilities, displaced homemakers, offenders, and various other clients with special needs or barriers that hindered their ability to become gainfully employed. This holistic approach frequently includes training.

Of the 559 Adult and Dislocated Worker participants who received WIA staff-assisted services in PY 2006, a total of 369 (66 percent) also received training, either through WIA or its partner programs. Also, the WIA program provided some training to 11 percent of Wyoming’s youth participants, in addition to other youth services that were needed.

As indicated by tables D and G in this report, the training paid off by increasing the entered employment, employment retention, and average earnings rates for these participants, compared to those who received only core and intensive services.

One of the primary goals of the WIA program is to help out-of-school youth return to secondary school, go on to post-secondary education, or advanced training following their participation in the WIA program. Also, the program is

geared to help in-school youth stay in secondary school until they graduate there from.

State Evaluation Activities

In addition to periodic federal evaluations, Wyoming follows its own established monitoring plan each year to evaluate WIA programs. Trained staff select representative samples of Adult, Dislocated Worker, and Youth cases from each region, and review electronic and paper records pertaining to all of the selected cases. In addition, the state typically conducts an annual monitoring review after each program year has concluded. Local reviews and some state level auditing occur during each program year as well.

This monitoring system enables administrators and career advisors to readily see how well the state, regions, and individual workforce centers are performing in case management, and where specific improvements are needed. Figure 3 displays these WIA Monitoring Results.

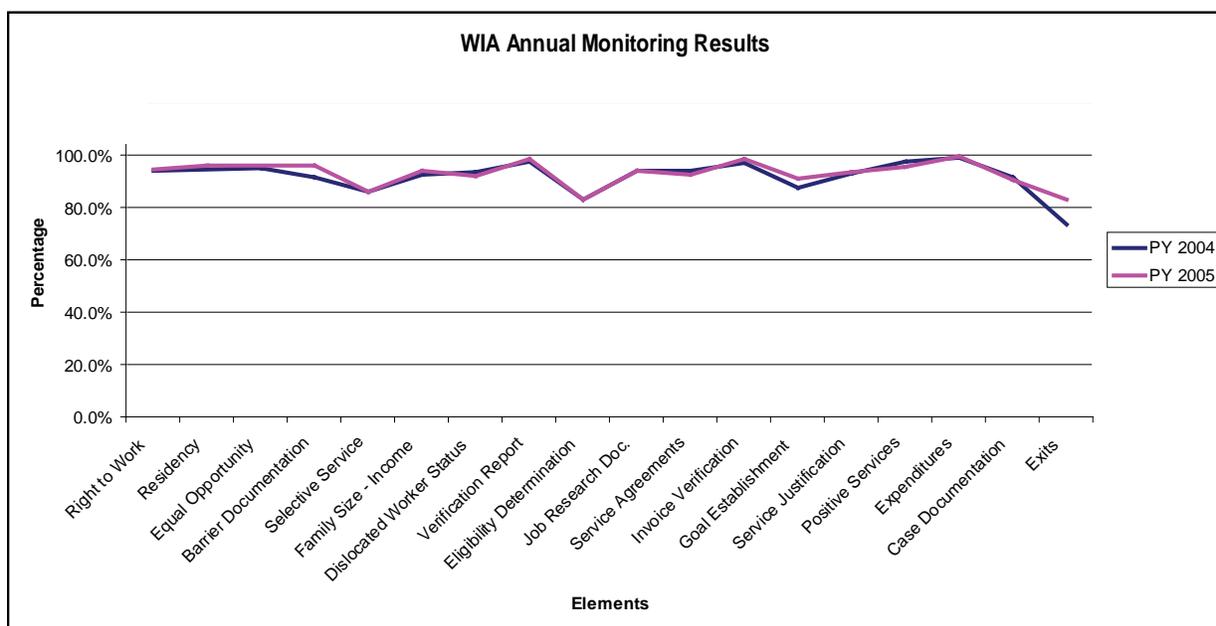
In addition to program monitoring, Wyoming conducts a yearly WIA data validation study, according to Employment and Training Administration guidelines. As in previous years, the PY 2006 data validation coincided with the state annual monitoring review. Validation results were provided to Employment and Training Administration, and are also being used by the state to improve data quality.

Performance Results

The Wyoming WIA Title I-B programs experienced a good year generally. Some performance improvements were achieved over the previous year, as the Department worked to implement its new computer system, serve its clients, and meet the negotiated WIA performance levels.

A major obstacle to overcome during the program year was the combined difficulties presented by converting Wyo-

Figure 3



Wyoming Department of Workforce Services, 2007.

ming's data from the Department's former computer system to the new Wyoming At Work system, and making the new system suitable for WIA case management.

The conversion left numerous areas in its wake where data needed to be added to the system. Also, a delay was experienced in implementing the case management and fiscal components of the system, which forced the Department to revert to a semi-manual system for a few months, until the new system's functionality could be increased and fine tuned.

As a result, personnel spent hours in PY 2006 reviewing, cleaning, and re-entering data, in addition to dealing with system issues that remained. The Department is still involved in this improvement process in PY 2007.

The overall negative effect of these problems, at least initially, was to make it more difficult to concentrate on providing quality services to customers. It may also have contributed to a reduction in the quantity of participants who were served during the program year.

In spite of these difficulties, however, the cleanup effort has produced some good results too! One important positive outcome is that the Department is able to have more faith in the accuracy of the data being produced by the Wyoming At Work system, especially compared to last year.

While some of the performance results reported herein are less impressive than corresponding PY 2005 results, they are nevertheless perceived to be more accurate, and can serve more effectively as benchmarks for future years in the WIA program.

Another positive outcome brought about by the cleanup effort, is that the exercise is providing a type of on-the-job training to Department personnel in the use of the system. This has helped to cement in their minds the formal training they received, as well as providing new concepts and techniques for dealing with data issues. While all of this training may have had a negative impact initially on the ability of personnel to timely serve clients and record data, etc., the net long-term effect is expected to be positive. Personnel will be able to skillfully use the system for its intended purposes; serving people and managing data.

Finally, Wyoming's efforts to understand and improve the Wyoming At Work system, is having a residual effect for good on the systems and services provided by other states and local workforce investment boards .

The Wyoming At Work System is part of the Virtual Onestop System (VOS) designed and operated by Geographic Solutions, Inc., of Palm Harbor, Florida, which serves many workforce investment and labor exchange organizations in the United States. As improvements and enhancements are made to the Wyoming At Work System, Geographic Solutions also incorporates these improvements, where applicable, into the systems of other members of the VOS family, through periodic updates.

Common Performance Measures

Program Year 2006 was the second year in which Wyoming used selected common measures to mark WIA performance. These were teamed with core measures that have

A WIA Success Story of a Youth...

Career advisor, Heidi Meeks, of the Rawlins Workforce Center, served Stacey Kifer, an in-school youth, on a work experience through the WIA program during the PY2005 and PY2006 year. Stacey was attending her senior year of high school when she came in contact with Heidi. Stacey, living with her mother, was looking to earn money for college. She wanted a job with the Carbon County Child Development Center, working with children.

Stacey was determined eligible for the WIA program and Pam Smith, Director of the Carbon County Child Development Center, was more than willing to provide a work site for Stacey. Stacey was put on a work experience as a Child Care Worker. The agreement was then rolled over into on-the-job training, where Stacey would be trained as a Teacher Assistant.

Once Stacey completed her training, she informed the Rawlins Workforce Center that it didn't look as though the Carbon County Child Development Center was going to keep her working. Stacey said she was told there weren't any funds available until July 2007. Stacey needed to continue to work to help her family financially and earn money for college.

Stacey was unable to find employment and began volunteering for Carbon County Child Development Center. Stacey graduated from high school and did not go on to college. She instead chose to continue to contribute to her family's finances. In July 2007, Stacey was hired as a permanent employee of Carbon County Child Development Center as a Teacher Assistant. Once her probationary period (90 days) is completed, she will receive benefits as well.

Stacey is very happy that she now has a permanent position with Carbon County Child Development Center and she will be able to advance her position as time goes along. She intends to take some college course work this spring and Carbon County Child Development Center will pay for her tuition.

Pam Smith said she is pleased with Stacey. Pam also said she is pleased to partner with the Department of Workforce Services to provide worksites for youth such as Stacey. Pam agrees that it is a tremendous learning experience, a great opportunity for youth and helps them to make the transition from school to work smoother.

been utilized in the WIA program since its inception, in Wyoming.

The common measures were adopted to facilitate the integration of service delivery, reduce barriers to cooperation among programs, and enhance the state's ability to assess the effectiveness and impact of the workforce investment system. The Common Measures are:

- Adults and Dislocated Workers
 - Entered Employment
 - Employment Retention
 - Average Earnings
- Youth
 - Placement in Employment or Education
 - Attainment of Degree or Certificate
 - Literacy and Numeracy gains

Entered employment and employment retention are actually portrayed in the performance tables of this report for Older Youth participants, as well as Adults and Dislocated Workers, in compliance with federal Employment and Training Administration guidelines. However, the Older Youth earnings rate is really an indicator of earnings change as the result of the youths' participation in WIA, instead of a true indicator of average earnings. The youth common measure results are portrayed in Table H.1.

For PY 2006, Wyoming negotiated targeted performance levels with the United States Department of Labor, Employment and Training Administration for the following common measures:

- entered employment,
- retention rates, and
- adult and dislocated worker average earnings rates.

Literacy and Numeracy Gains – which measures youth progress in educational functioning levels – barely began to be reportable in Wyoming beginning in PY 2006. Only five cases met the criteria for being included in the denominator of the measure.

With the implementation of common performance measures, in PY 2005, the definitions of program participant and program exit also changed. A program participant is defined as an individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location (Wyoming Workforce Center) or remotely through electronic technologies. If the participant receives services from multiple programs, then Wyoming uses the earliest date of service as the beginning of participation.

Participant counts rose from 1,304 reported in the PY 2005 annual report, to 15,120 at the end of PY 2006, because of the change in the definition of participants, as a result of the implementation of common measures reporting. This number includes 1,020 individuals who received WIA staff-assisted services. The remaining 14,102 participants are adults who were self-served through the WIA program.

The common measures definition has also affected the number of individuals who exited from WIA during the program year, because of the inclusion of self-serving adults in the count, and the fact that a participant does not exit from the program so long as there are continuous WIA or partner

services being provided. In PY 2006 a total of 8,567 participants exited from WIA, compared to 746 in PY 2005. Again, the difference is attributed mostly to adults who self-served.

Cost Analysis

A total of 1,020 individuals received staff-assisted services through WIA Title I-B funds in PY 2006. This is nearly a 22 percent decrease in the total number of individuals served, compared to PY 2005. Wyoming experienced a reduction in WIA Title I-B funding for the 2006 program year, which appears to have had a corresponding effect on the total number of participants assisted by staff in PY 2006.

Also, the change may, to some extent, be attributable to the amount of time expended by career advisors while learning the new computer system, Wyoming At Work, and cleaning converted data.

An average of \$4,278 was expended for the purpose of serving Adult Title I-B participants, \$3,148 on average for each Dislocated Worker Title I-B participant, and an average of \$3,328 was expended for each Youth Title I-B participant.

Wyoming was successful in providing quality customer service to its clients. As in previous program years, the Department has targeted special need and hard to serve populations, and has successfully worked with individuals in these groups, as illustrated by data in Tables C, F, I, and K in this report.

WIA Program Results

Wyoming exceeded its negotiated performance levels in four of the 17 Title I-B performance measures for which targets were set, and achieved at least 80 percent of the negotiated level in nine other measures. This 80 percent threshold is used as a yardstick by Employment and Training Administration when determining possible eligibility for incentives.

The state performed at less than 80 percent in only four areas: Participant and Employer Customer Satisfaction Rates, Older Youth Employment Retention Rate, and the Younger Youth Diploma or Equivalent Rate. Performance in the Older Youth Retention Rate barely missed the 80 percent performance level.

When PY 2006 results are compared with PY 2005 results, Wyoming improved its performance in six of the 17 measures. The amount of improvement in these areas was significant. The Younger Youth Diploma or Equivalent Rate increased by 31.5 percent.

Customer Satisfaction

During the first part of the program year, Wyoming continued to experience some delay in obtaining customer satisfaction results because of the difficulty it encountered in filling a survey specialist position. The delay in filling this vacancy contributed to a low percentage of completed surveys for the year. The completion rate also was hampered by the lack of a functioning automated case management system while the Department was converting to the Wyoming At Work computer system, and the inability of the Wyoming At Work system to provide customer satisfaction samples once

A WIA Success Story of a Youth...

Alicia Turner is a 17 year old in-school youth who has been in the WIA Program for the past three years. Alicia comes from a single-parent family. Her brother dropped out of school and her mother receives food stamps. Some people may stereotype Alicia, but they would be mistaken. Although, Alicia's first summer work experience was a little rocky, she has blossomed in the past year.

When Alicia first came into the office she was a pretty shy young lady and did not have any work ethics. Her first work experience was a little shaky. She was working at the Central Wyoming Senior Citizens Center as a desk clerk. Alicia was concerned with the little things, which seem so big when you are new to the working world, such as how to calculate her paycheck or why they are taking money out of her check for taxes. These are the things that Alicia's career advisor, Theresa Myrick, teaches during the training program. Alicia did well at the Senior Center, but had a lot more to learn than taxes aside from work maturity skills.

In 2006, Alicia wanted to explore the area of day care. Alicia knew how to calculate her paycheck, she understood taxes, but was in for a rude awakening when it came to understanding 30 kids. She stated that the job was challenging and not all the kids listened. Alicia liked the job a little, but thought that day care was not an occupation she desired in the future.

Alicia was one of the rare youth that followed her career advisor's directions as far as keeping in touch. Theresa did not have to call Alicia, she always called to let her know how she was doing and in January she was already talking about what job she wanted to explore for the following summer.

Alicia just completed a work experience at World Wide Travel. This site is for youth that have proven they have good work ethics, arrive to work on time, do not call-in often, are able to work as a team and have a good attitude. Don Siemens, Vice President/General Manager of World Wide Travel, was pleased with Alicia's work. He stated that she has excellent work ethics and she is a quick learner. Don said, "I am pleased there are programs that can help at risk youth obtain work experience in our community."



During her work experience she learned to answer a multi-line phone system, transfer calls, take messages, run office equipment and order catalogs from across the world to name a few. Alicia learned more than her job duties while at her work experience. She learned how to save and budget her money -- one more thing that career advisors teach their youth.

Alicia's goal is to graduate early in her senior year, by December 2008. Her career advisor talked with Alicia about joining DECA (an international organization for college students preparing for a variety of careers) and SkillsUSA (a partnership of students, instructors, and industry representatives dedicated to assuring America has a skilled workforce). These programs could enhance Alicia's skills even more, not to mention a possibility of future scholarships for college. Alicia is considering joining both programs! At the present time, her career advisor is trying to obtain a scholarship for Alicia to join SkillsUSA, since she and her mother can not afford the dues.

Alicia said, "This program taught me a lot about the workforce and it is very helpful." And Alicia's mother, Sandi, who is a great support to Alicia states, "I think the WIA Program is really beneficial to students and I hope WIA gets more funding in the future."

Three years ago this 14 year old little girl was nervous, shy, and had no skills. Today she is a mature young lady, who has confidence, direction, and skills. What a difference our WIA Program makes to our youth!

it was installed.

To overcome these problems, alternative means were used to pick the samples, making it possible for the feedback to be obtained and compiled.

Program year 2006 customer satisfaction results, for both program participants and employers, were again below the negotiated levels, as stated previously. However, the results show improvement over Wyoming's performance in PY 2005. The results indicate that employer customer satisfaction increased by more than 4 percent.

Adult Performance

Wyoming's adult entered employment rate, employment retention rate, and employment and credential rate were a few percentage points lower in PY 2006 compared to PY 2005. At least three reasons could have contributed to this, all of which are related.

First, as stated previously in this report, Wyoming's conversion to a new computer system initially made it difficult for personnel to concentrate on providing quality services as much as they normally do, because of the need for personnel to spend many hours working on system issues.

Another possible reason is that during the first three months of the program year, as Wyoming was transitioning from its old computer system to the new Wyoming At Work system, the state had no way to track performance. Therefore, it wasn't possible to know for sure which programs were doing well, and which ones needed extra attention. The third reason is because of the questionable quality of the PY 2005 performance rates, which may have been somewhat inflated.

Average Adult participant earnings increased by 58 percent during the program year. This obviously is partly the result of upward trends in employment and wages in Wyoming, between 2005 and 2006, when the average wage throughout the state grew by 10 percent.

Wyoming's performance for adult special populations, which include public assistance recipients, veterans, individuals with disabilities, and older workers, was generally good, with room for improvement. Each of these categories contains a small population of individuals. As a result, whenever a desired performance outcome is not attained, it has a large impact on the performance rate for the measure.

Dislocated Worker Performance

Dislocated Worker performance increased in PY 2006, over PY 2005, in the areas of average earnings and credentials. As with the adult measures, it is felt the Dislocated Worker measures are cleaner than those reported for PY 2005.

Youth Performance

Most of the performance data cleanup occurred in this area, with good results. In PY 2005, Wyoming felt the Younger Youth Diploma or Equivalent rate and the Older Youth Credential rate were both underrepresented. Cleanup work in these areas during PY 2006, as well as hard work by Youth career advisors, brought the performance in both

A WIA Success Story of an Adult...

The Torrington Workforce Center teamed up with Mickey Dubrey, Heartland Bio and the Wyoming Department of Workforce Services' Vocational Rehabilitation Division to put together an Adult WIA on-the-job training for Mickey.

Mickey was unemployed and had been doing odd jobs for his father prior to his on-the-job training. Mickey's agreement began on Oct. 16th, 2006 and ended March 20th, 2007.

He is still employed by Heartland as a production line staff. The staff at Heartland like working with Mickey and praise his hard work.

Jeff Mueller, Mickey's case manager, said Mickey and his family have been great to work with. Heartland's patience, dedicated staff and team effort made a positive career change for Mickey.

areas to respectable levels, and the Older Youth Credential rate was above 80 percent of the negotiated performance goal. This was a good achievement for the state. It is beginning to testify of the quality service that is being provided to youth participants in Wyoming.

Workforce Investment Board

The Wyoming Workforce Development Council was established by Governor's Executive Order 1998-1 and reconstituted under the Workforce Investment Act of 1998. The Wyoming Workforce Development Council is the state and local workforce board under the Workforce Investment Act. The Wyoming Workforce Development Council is charged with:

- Building a system of public and private partnerships including participation from business, industry, labor, education, communities, and parents which will further the progress of meeting the goals established in the workforce development plan;
- Assessing the adequacy of existing workforce development activities and services being provided in the state and make recommendations to the Governor, Legislature, or other governing bodies regarding the need for such services, the effectiveness of such services and changes which could improve the services provided;
- Making recommendations with regard to the coordination of workforce development activities and services which eliminate duplication and increase efficiency among providers;
- Developing and achieving an integrated vision for serving youth.

Members of the Wyoming Workforce Development Council can be found on page 15 of this Report.

PY 2006 WIA Financial Statement

Period:

Youth 4/1/2006 - 3/31/2007

Adult and Dislocated Worker: 7/1/2006 - 6/30/2007

Fund Source	Funds Available	Expenditures	Expended Percentage	Unliquidated Obligations	Total Obligations*	Obligation Percentage
Local Adults	\$2,520,497	\$2,267,409	89.96%	\$116,186	\$2,383,595	94.57%
Local Dislocated Worker	\$793,122	\$97,583	12.30%	\$3,976	\$101,559	12.81%
Local In-School Youth	\$1,520,222	\$952,786	62.67%	\$86,472	\$1,039,258	68.36%
Local Out of School Youth	\$597,767	\$574,705	96.14%	\$0	\$574,705	96.14%
Total Youth	\$2,117,989	\$1,527,491	72.12%	\$86,472	\$1,613,963	76.20%
Rapid Response	\$239	\$239	100.00%	\$0	\$239	100.00%
Statewide Activities	\$788,748	\$515,649	65.38%	\$0	\$515,649	65.38%
Total All Funds	\$6,220,595	\$4,408,372	70.87%	\$206,634	\$4,615,006	74.19%

*Local funds include local administration

Tables A-D

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 Survey	Response Rate
Program Participants	81.0	61.2	215.0	370.0	370.0	58.1
Employers	78.0	57.7	196.0	6,649.0	328.0	59.8

Table B - Adult Programs At-A-Glance

	Negotiated	Actual	
Entered Employment Rate	89.0	81.7	156
			191
Employment Retention Rate	86.0	85.9	214
			249
Average Earnings	11,700.0	13,817.2	2,500,911
			181
Employment and Credential Rate	70.0	64.4	152
			236

Table C - Outcomes for Adult Special Populations

Report Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	64.3	9	83.3	15	73.3	11	50.0	3
		14		18		15		6
Employment Retention Rate	73.3	11	81.3	13	92.9	13	60.0	6
		15		16		14		10
Average Earnings Rate	10,806.9	97,262	15,051.5	180,618	12,503.7	137,541	11,171.2	55,856
		9		12		11		5
Employment and Credential Rate	36.4	4	80.0	16	66.7	8	57.1	4
		11		20		12		7

Table D - Other Outcome Information for the Adult Program

Report Information	Individuals who Received Training Services	Individuals who Only Received Core and Intensive Services
Entered Employment Rate	84.5	75.8
Employment Retention Rate	88.9	74.5
Average Earnings Rate	14,917.8	9,058.7

Tables E-H.1

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	93.0	78.8	26
			33
Employment Retention Rate	92.0	85.7	48
			56
Average Earnings	15,400.0	14,491.8	550,689
			38
Employment and Credential Rate	68.0	69.2	27
			39

Table F - Outcomes for Dislocated Worker Special Populations

Report Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced	
Entered Employment Rate	83.3	5	100.0	5	100.0	7	80.0	4
		6		5		7		5
Employment Retention Rate	100.0	4	100.0	2	100.0	7	81.8	9
		4		2		7		11
Average Earnings Rate	4,730.5	9,461	5,532.0	5,532	12,254.4	61,272	19,677.4	157,419
		2		1		5		8
Employment and Credential Rate	100.0	6	80.0	4	75.0	6	85.7	6
		6		5		8		7

Table G - Other Outcome Information for the Dislocated Worker Program

Report Information	Individuals who Received Training Services		Individuals who Only Received Core and Intensive Services	
Entered Employment Rate	80.0	24	66.7	2
		30		3
Employment Retention Rate	86.4	38	83.3	10
		44		12
Average Earnings Rate	14,554.5	422,081	14,289.8	128,608
		29		9

Table H.1 - Youth (14 - 21) Program Results

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	68.8	181
			263
Attainment of Degree or Certificate	0.0	40.8	109
			267
Literacy and Numeracy Gains	0.0	0.0	0
			5

Tables H.2-K

Table H.2 - Older Youth (19 - 21) Program Results

Report Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	87.0	77.0	47
			61
Employment Retention Rate	92.0	72.8	59
			81
Average Earnings Rate	3,500.0	5,091.3	366,576
			72
Credential Rate	54.0	46.6	41
			88

Table I - Outcomes for Older Youth Special Populations

Report Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate	50.0	1	0.0	0	80.0	4	78.8	41
		2		0		5		52
ERR Rate	66.7	2	0.0	0	83.3	5	72.2	52
		3		0		6		72
Six Month Earnings Increase Rate	915.0	2,745	0.0	0	3,432.8	17,164	5,207.5	333,277
		3		0		5		64
Credential Rate	33.3	1	0.0	0	55.6	5	42.9	33
		3		0		9		77

Table J - Younger Youth (14 - 18) Results

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment rate	68.0	64.9	226
			348
Youth Diploma or Equivalent Rate	75.0	45.9	45
			98
Retention Rate	78.0	72.5	150
			207

Table K - Outcomes for Younger Youth Special Populations

Report Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	63.6	14	73.6	106	51.9	41
		22		144		79
Youth Diploma or Equivalent Rate	66.7	4	65.7	23	27.3	6
		6		35		22
Retention Rate	72.7	8	75.8	47	71.3	62
		11		62		87

Tables L-N

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Worker)	Placements for Participants in Non-traditional Employment		Wages at Entry into Employment for Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services		
Adults	85.2	213	8,626.7	1,820,224	0.0	0	5,163.7	697,103	5.5	6
		250		211		156	135	109		
Dislocated Worker	88.2	60	172.0	750,700	0.0	0	5,542.1	127,469	0.0	0
		68		436,400		26	23	24		
Older Youth	86.7	72	5,543.3	399,121	0.0	0	3,365.5	134,621		
		83		72		47	40			

Table M - Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	14,661	8,272
Total Adult self-service only	14,102	7,936
WIA Adult	14,632	8,245
WIA Dislocated Worker	31	29
Total Youth (14 - 21)	459	295
Younger Youth (14 - 18)	366	229
Older Youth (19 - 21)	93	66
Out-of-School Youth	168	112
In-School	291	183

Table N - Cost of Program Activities

Program Activities	Total Federal Spending	
Local Adults	\$2,267,409	
Local Dislocated Workers	97,583	
Local Youth	1,527,491	
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	160,318	
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	355,332	
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Capacity building staff	29,606
	Development, exemplary	0
	Program activities	0
	Total Statewide Allowable Activities	29,606
Total of All Federal Spending Listed Above	\$4,437,739	

Table O

Table O - Local Performance (Include this Chart for Each Local Area in the State)

Local Area Name: State of Wyoming	Total Participants Served	Adults	14,632
		Dislocated Workers	31
		Older Youth (19 - 21)	93
		Younger Youth (14 - 18)	367
ETS Assigned #: 56005	Total Exiters	Adults	8,245
		Dislocated Workers	29
		Older Youth (19 - 21)	66
		Younger Youth (14 - 18)	231
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0	58.1
	Employers	78.0	59.8
Entered Employment Rate	Adults	89.0	81.7
	Dislocated Workers	93.0	78.8
	Older Youth	87.0	77.0
Retention Rate	Adults	86.0	85.9
	Dislocated Workers	92.0	85.7
	Older Youth	92.0	72.8
	Younger Youth	78.0	72.5
Earnings Change/Earnings Replacement in Six Months	Adults	11,700.0	13,817.2
	Dislocated Workers	15,400.0	14,491.8
	Older Youth	3,500.0	5,091.3
Credential/Diploma Rate	Adults	70.0	64.4
	Dislocated Workers	68.0	69.2
	Older Youth	54.0	46.6
	Younger Youth	75.0	45.9
Skill Attainment Rate	Younger Youth	68.0	65.1
Placement in Employment or Education	Youth (14 - 21)	0.0	68.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	40.7
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0
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)			
Overall Status of Performance	Not Met	Met	Exceeded
		X	

Workforce Investment Board

Wyoming is a single state workforce investment area. The Wyoming Workforce Development Council (WWDC) serves as the state and local workforce investment board. Former 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 Workforce Development Council serves as the local youth council in Wyoming. These councils continue, under Governor Dave Freudenthal, to provide a workforce development system that serves the needs of all Wyoming residents.

Wyoming Workforce Development Council

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Wyoming Workforce Alliance

The Wyoming Business Council, Wyoming Community College Commission and the Wyoming Department of Workforce Services have formed a partnership to address workforce development issues at a state level.

The Wyoming Workforce Alliance (WWA) was formed in the Fall of 2002 to improve the access to short-term training, develop the competencies and work-readiness skills that Wyoming's workers need to obtain employment and advance in today's job market and respond to employer's need for qualified employees to successfully operate their businesses.

Commitment to Providing Quality Services

The Department of Workforce Services is Wyoming's newest state agency, dedicated to developing a demand-driven workforce that is responsive to Wyoming's businesses, citizens and economy. The Department of Workforce Services maintains a statewide network of workforce centers to deliver business services, vocational rehabilitation services and employment and training programs for businesses, jobseekers, older workers, veterans, youth, persons with disabilities and partners.

The Department of Workforce Services is committed to providing quality service, which involves developing a sense of ownership, working in tandem with partners and customers in order to define a strategic vision for change and identifying how the vision relates to individuals.

Cross-education and training of state personnel in all programs has resulted in more accurate assessments and referral of clients to partner agencies and services. This effort both inside and outside the agency allows for substantial increases in efficiency and effectiveness in all services provided to common clients.

Programs Provided by the Department of Workforce Services

The Department of Workforce Services is responsible for administering the following programs: Wagner-Peyser Act, Workforce Investment Act Title I-B, Temporary Assistance to Needy Families (TANF) Work and Employment and Training for Self-Sufficiency programs, Vocational Rehabilitation services, Veterans Employment Services, Senior Community Service Employment programs (SCSEP), Trade Adjustment Act, Food Stamp Employments and Training, Alien Labor Certification, Work Opportunity Tax and Welfare-to-Work Tax Credits, Wyoming Workforce Development Training Funds, the Business Enterprise program, Disability Determination Services, Apprenticeship Utilization Program, Employment Training for Self-Sufficiency, WY Quality Counts, and others.

Equal Employment Opportunity Employer

The Wyoming Department of Workforce Services is an equal opportunity employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

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