

**WIOA PY16 QUARTERLY PERFORMANCE REPORT**  
**QTR 2nd**

**LWIB: Central Western**

PERFORMANCE PERIOD START: 07/01/16 END 12/31/16 Date Calculated: 1/25/17

**ADULT PROGRAM - PERFORMANCE TO PLAN SUMMARY:**

Enrollment numbers in the WMCA service area are lower than planned. The number of applicants has slowed down there has been a 50% drop in attendance at Job Fairs. WMCA will work partner and referral agencies to recruit additional eligible applicants.

During this performance period, the Augusta CareerCenter was impacted by restructuring of the Bureau of Employment Services. The CareerCenter Manager gained responsibility for a second Center, the Skowhegan CareerCenter. Also, an additional CareerCenter Consultant was added to the Augusta office. Overall, the WIOA Adult program continues to performing very well in PY 2016 but there was a dip in overall enrollments this period.

The Augusta CareerCenter continues to provide consultation service during all operational hours with an expectation that all first time visitors and those requesting to see a consultant will have an opportunity for greater information/access to CareerCenter services and resources. This procedure continues to have a positive impact on enrollments and customer satisfaction. During this period, the Augusta CareerCenter provided a Medical Assisting Training/OJT with Maine General accessing a number of grants including WIOA, JD-NEG and CSSP-B. Two hundred interested individuals attended the recruitment orientation that resulted in 25 training/OJTs. A second round is planned for subsequent quarter(s).

During the second quarter, the Skowhegan CareerCenter was impacted by restructuring of the Bureau of Employment Services as well as multiple staff retirements. The CareerCenter Manager retired the previous quarter, a new "shared" Manager provided oversight, and 2 Consultants retired during this timeframe (one at the beginning and one at the end). Duties were reassigned for one of the 2 remaining adult Consultants who had not performed case management for 6 years and was asked to return to case management. Many of the staff had difficulty transitioning to a new data base, particularly in light of a large Madison Paper influx of new Trade eligible job seekers. Overall, the WIOA Adult program is behind enrollments goals for this period.

The Skowhegan CareerCenter has begun offering a new service, Counselor of the Day, to provide consultation service during all operational hours with an expectation that all first time visitors and those requesting to see a consultant will have an opportunity for greater information/access to CareerCenter services and resources. This procedure had a very positive impact on the Augusta CareerCenter and hopes to have a similar impact in Skowhegan.

WIOA enrollments appear flat/declining at the Skowhegan CareerCenter. Unemployment rates are very low and may impact enrollments. Recruitment and customer service needs to be examined and proactively approached to increase exposure in the community, as well as job seeker, employer and community partner engagement. One change, COD, has been implemented and recruitments with area employers/core partners such as Mt. St. Josephs and Lawrence Adult Ed are in process. The Skowhegan CareerCenter will seek/implement improved processes and service delivery in implementation of WIOA program deliverables.

**ADULT PROGRAM – USE OF WAIVER STATUS**

There were no waivers needed, none requested by WMCA or BES.

**ADULT PROGRAM – SUCCESS STORIES**

(WMCA) – An older worker who was low income and had a high school diploma came to the CareerCenter. She had been out of work quite a while and wanted to re-enter the workforce. Her goal was administrative work but her skills were outdated. She was enrolled in the 16 week Office Skills certificate program which also included work readiness training; this was a partnership between WIOA, Adult Education and Bonney Staffing. She completed the course successfully and was recently hired as the Work Readiness Instructor for FedCap, the

agency that is contracting with the state to assist TANF recipients get back to work. She is thrilled with her new job.

(BES) - Participant ID 456336 – Forty-two year old woman, receiving SSI, who had never been gainfully employed. Placed her in joint Work Experience with DEI, VR and in the Information Center as the receptionist. She literally was shaking her first few days at work, totally lacking in self-esteem but slowly became more confident in herself and her abilities to where she was became very proficient in all aspects of her job including customer service, data entry, computer navigation and vocational advising. Within 6 months she started applying for jobs, received multiple offers (including a counter offer with higher pay in hopes of enticing her) and is currently working as an Eligibility Specialist for DHHS. Her significant other told her she benefited far more from her experience with the CareerCenter than from her therapists.

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#### **DW PROGRAM - PERFORMANCE TO PLAN SUMMARY:**

Enrollment numbers in the WMCA service area are lower than planned. The number of applicants has slowed down there has been a 50% drop in attendance at Job Fairs. WMCA will work partner and referral agencies to recruit additional eligible applicants. Many of those dislocated worker applicants have been enrolled in the NEG's.

The Augusta CareerCenter has now fully implemented WIOA protocols, working to solidify core partnerships and meet program deliverables. The WIOA Dislocated Worker program is performing well for PY 2016 but did encounter an overall dip in total enrollments.

The Skowhegan CareerCenter continues to work to improve WIOA protocols, working to solidify core partnerships and meet program deliverables. The WIOA Dislocated Worker program is performing well below goals for PY 2016 enrollments. In the second quarter of PY 2016, the WIOA Dislocated Worker program continues to lag in new enrollments. Low unemployment rates could contribute to these results.

#### **DW PROGRAM – USE OF WAIVER STATUS**

There were no waivers needed, none requested by WMCA or BES.

#### **DW PROGRAM – SUCCESS STORIES**

(WMCA) – A 28 year old was laid off from regular laborer for 30 hrs a week and \$14.00 no benefits. After completion CDL training for class A with endorsements he was hired by Home Town Energy for \$15.00 an hour, full time seasonal no benefits. The owner knows Vining & Son and will help him get into that job for spring.

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#### **YOUTH PROGRAM - PERFORMANCE TO PLAN SUMMARY:**

Enrollment numbers in the WMCA service area are lower than planned. The number of applicants has slowed down there has been a 50% drop in attendance at Job Fairs. We will work partner and referral agencies to recruit additional eligible applicants.

In Kennebec County, during the second quarter of program year 2016 Youth engagement and processes are improving for a new Consultant, John. He has met with Adult Ed directors to discuss the start of a collaborative youth work program that has been delays due to staffing turnover. John is working has networked with out-of-school liaisons and staff the work lab at Waterville Public Library on bi-monthly basis. The WIOA Youth program continues to be behind enrollment goals for PY 2016.

In this time period, the Youth Consultant has encountered a significant learning curve in light of the introduction of WIOA program protocols and a new data base all while trying to learn the job. As such, it is to be expected that enrollments and program deliverables are a little behind goal. We are confident that John performance will increase outcomes as his confidence and knowledge increases.

In Somerset County, during the second quarter of program year 2016 Youth engagement is improving. The Youth Consultant is making a more concerted effort to focus on youth engagement. She has met with Adult Ed

directors to discuss the start of a collaborative youth work program that has been subject to delays. The WIOA Youth program continues to be behind enrollment goals for PY 2016.

Improvement in enrollment, credential rates and literacy rates demonstrate improvement and better comprehensive assessment/follow-up. Overall enrollment is still low. The goal of the next quarter will be to build on improvements, seek to increase engagement and enrollment and increase overall outreach.

#### **YOUTH PROGRAM – USE OF WAIVER STATUS**

There were no waivers needed, none requested by WMCA or BES.

#### **YOUTH SUCCESS STORIES**

(WMCA) – The client originally started working with the CareerCenter in the fall of 2015. She had worked in the area of Customer Service but had been out of the workforce for a while - raising her daughter who has special needs. Her child has ADHD and they are living with Breanna's boyfriend who is on Disability. This and food stamps were their only income. She had decided to return to work but she didn't think that prospects were likely or that Customer Service would be provide the wage she needed to support her daughter. She signed up for a Winter C.N.A. class at OHAE, was accepted into the program but the class got cancelled due to the low number of sign ups. CareerCenter staff kept in touch with client. She set her sights on Fall 2016 and staff enrolled her & helped her with that class. She applied for and got a ½ scholarship from OHAE which helped defray the cost. She called the CareerCenter staff last week to say that she had taken her test, passed and would soon have her C.N.A. certificate. She also advised that the class had had the opportunity to job shadow at all the local nursing homes. She interviewed and got a PT job at Norway Rehabilitation. She starts just as soon as her certificate arrives. The client is excited about the prospect of re-entering the workforce and helping to support her child.

(BES) – Part ID #415168 is a 23 year old out of school, parenting youth with a criminal history who applied to the WIOA Youth program during a visit to the Augusta CareerCenter. He was enrolled in the Youth program on 3/21/2016 with the career goal of becoming a CDL Truck Driver. He went on to enroll in an NTI CDL Training course and successfully completed the course on 8/14/2016.