

WIOA PY16 QUARTERLY PERFORMANCE REPORT
QTR 3rd

LWDB: Central Western

PERFORMANCE PERIOD START: 07/01/16 END 3/31/17

ADULT PROGRAM - PERFORMANCE TO PLAN SUMMARY:

The Enrollment for the Adult Program in the WMCA service area is slower than planned with the unemployment rate low, the number of training candidates coming through the door has dwindled.

At the Augusta CareerCenter, overall, the WIOA Adult program continues to performing very well in PY 2016. Enrollments for the 3rd quarter are 55, 20 below the projected goal of 75 or 73% of goal. New enrollments this period were 13, making a total of 30 enrollments this year or 100% of total annual new enrollment goals. Currently total exiters number 15, 8 shy of the projected 23 (65%) and entered employment is at 87.5%, 104% of goal. Retention rates are reported at 87.5% (99% of goal) with average earnings reported to be \$18,049 this period, 154% of the goal of \$11,700.

The Skowhegan CareerCenter continues to work to improve WIOA protocols, working to solidify core partnerships and meet program deliverables. Staff has entered CNA and CDL training recruitments with area partners during this timeframe.

During this performance period, the Skowhegan CareerCenter staffing continued to be problematic. While the CareerCenter Manager was able to hire an Employment and Training Specialist IV, able to conduct day-to-day supervision, a consultant left State Government to accept a higher paying HR position and another left for a higher paying job who then decided to return to her position after 2 weeks. The Skowhegan CareerCenter also had a consultant retire on December 31' 2016. As such, the Skowhegan CareerCenter was reduced by 3 consultants. Duties have been reassigned where the CareerCenter Manager is performing youth WIOA services and the ETS IV is providing Trade coverage.

The WIOA Adult program continues to lag behind enrollments goals for this period. Total enrollments for the 3rd quarter are 22, one less than the previous quarter and 28 below the projected goal of 50 or 44% of goal. New enrollments this period were 10, nearly doubling new enrollment for the year with totals resulting in a total of 18 new enrollments for the PY. Total exiters are 17, two more than the goal, where 11 entered employment for a 64.71 % entered employment performance level, 77% of goal. Retention rates are reported at 100% (114% of goal) with average annual earnings reported at \$9,799.75 this period, 84% of goal.

ADULT PROGRAM - QUARTER ACTIVITY:

Focus has been on creating employer based projects. There has been a lot of interest from the business community. Spending is on track with a lot of the training and support monies spent or committed.

During this third quarter of PY16, 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 Augusta/Skowhegan CareerCenters continued strong partnerships with all local Adult Education programs, with employer partners including Mt. St. Josephs, Lakewood, Pillars, and Maine General. We are in process of developing a recruitment program for HVAC participants in partnership with MEMA and Dead River.

The Skowhegan CareerCenter, during third quarter, has begun offering a new service, Counselor of the Day (COD), 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. It is believed that this procedure had a very positive impact on the increase in enrollments. Overall enrollments are well below projected goals so focus will remain on increasing enrollment.

ADULT PROGRAM - CORRECTIVE ACTION PLAN (if appropriate).

WMCA will focus on increasing enrollments for the adult program, working with partner programs to recruit appropriate candidates.

The Augusta CareerCenter continues to increase employer and community partner engagement. At this time Augusta has achieved/exceeded all enrollment goals. It also continues to seek/implement improved processes and service delivery in implementation of WIOA program deliverables. No corrective action appears warranted.

Recruitment and customer service continues to be a focus 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 building momentum. The Skowhegan CareerCenter will continue to 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

A job seeker came to the Lewiston CareerCenter and qualified for the WIOA Adult program. She had formerly been employed as a CNA but her registration expired due to a serious medical concern within her family. At the time of her WIOA application, she was working in the retail industry but was unable to afford to pay for the recertification exam; her family of three was receiving food stamps. The CareerCenter paid for the exam, she passed the test and was re-employed as a CNA in less than two months. CareerCenter staff was also able to assist with scrubs for her first job. She is now employed full time at Marshwood.

A middle-aged male came to the Augusta CareerCenter seeking assistance and had a criminal background (2007 and 2010, 2 Felonies/2 Misdemeanors). He served jail time and 2 years’ probation. He hadn’t found sustainable work since being released in 2012. He worked seasonally for the town mostly mowing in cemeteries during the spring and summer months but was laid off for winter and did not work enough quarters to be eligible for unemployment.

The customer attended the “Job Search for People with Criminal History” workshop on January 23, 2017. CareerCenter staff explained all the services and asked him to fill out a WIOA application so that they could assist him with his job search. He did not have a GED and started working with Lawrence Adult Education to attain his HISET. He is scheduled this week to take that. Staff worked on his resume, cover letter, explanation letter and a job search plan. He came into the CareerCenter for help applying for jobs on-line. The CareerCenter sent out a couple OJT letters to businesses that hire felons. One company in particular was targeted and staff kept checking back over the course of a 6 week period. CareerCenter staff sent an OJT letter along with his resume and letters, waited 10 days and had him go to the plant to apply. Using the theory – be there when the business opens. Waited about 10 days and had him go back in to let them know he is serious about wanting the job.

He was hired by the company at \$12.00 per hour as a Sandblaster and will be up for a raise in 30 days. The \$12.00 per hour is 2 dollars more an hour than his past employment. Health insurance is offered and partially paid after 30 days; the company does have some other fringe benefits. This company does have room to promote or grow in his career.

Going forward, the plan is to finish the GED and complete a welding course at KVCC. This will give him a skill to progress in the company and a great Career Path for the future. He is very thankful for the assistance and support he has received from the CareerCenter.

DW PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Enrollment numbers in the WMCA service area for the DW Program have been slow; the focus of enrollments has been with the NEG's (JD & SP).

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. Total enrollments for the quarter are 44, 21 short of the annual goal of 65 (73%), with 8 total new enrollments this quarter for a total of 26 enrollments this year. As such, we have exceeded our annual goal of 15 total enrollment by 173%. Total exiters at this time mark 35 for the year, which then exceeds our annual goal by 140%. Entered employment rate this period is 88.89% (99% of goal), 89.19% retention (96% of goal). Average earnings appear to be 136% of goal (\$20,386 vs. goal of \$15,026).

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 below goals for PY 2016 enrollments. Total enrollments for the quarter are 32, 18 short of the current goal of 50 (64%), with 17 total new enrollments, 6 below the goal of 23 (74%). Total exiters for this period are reported to be 20, 5 more than the goal of 15 (133%). Entered employment rate this period is 80% (89% of goal), 76% retention (82% of goal). Average earnings appear to be 94% of goal (\$14,033.03 vs. goal of \$15,026).

DW PROGRAM - QUARTER ACTIVITY:

Focus in the WMCA area has been on continuing to create employer based projects. There has been a lot of interest from the business community.

In the third quarter of PY 2016, the WIOA Dislocated Worker program continues to engage the community and produce new enrollments despite the very low unemployment rate in Kennebec County. Employers are routinely connecting with the CareerCenter to seek guidance/service.

At the Skowhegan CareerCenter, during the third quarter, despite staff instability, the WIOA Dislocated Worker program had a substantial increase in new enrollments, nearly tripling total enrollments from the previous two quarters. With exits outnumbering new enrollments, however, building overall enrollments is problematic.

DW PROGRAM - CORRECTIVE ACTION PLAN (if appropriate).

Efforts in the WMCA service area will continue to be made to enroll participants in training that results in higher wages.

WIOA mandates support increased engagement and co-enrollments with core partners such as Vocational Rehabilitation, Adult Ed, and Homeless Shelters to name a few in an effort to work with those with the greatest barriers to employment. At this time corrective action is not warranted. The Augusta CareerCenter continues to seek/implement improved processes and service delivery in implementation of WIOA program deliverables.

Unemployment rates are very low so recruitment and customer service needs continue to be examined and proactively approached to increase exposure in the community, as well as job seeker, employer and community partner engagement. COD has been implemented and recruitments with area employers/core partners such as Mt. St. Josephs and Lawrence Adult Ed are growing stronger. The Skowhegan CareerCenter will seek/implement improved processes and service delivery in implementation of WIOA program deliverables.

DW PROGRAM – USE OF WAIVER STATUS

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

DW PROGRAM – SUCCESS STORIES

Working with an Employment and Training Business Specialist, and the folks from Western Maine Community Action at the CareerCenter in Lewiston, has been a great experience,” shares Don Grant, owner of Grants Bakery in Lewiston. “We needed someone to fill a baking position and had come up empty in our own search. The

CareerCenter/WMCA team referred three candidates to interview within a couple of days. Once the employer had determined their preference, WMCA proceeded to interview and review, the candidate was eligible and had the required skills needed to train as a baker. The participant was hired and trained on the job performing tasks needed to become a commercial baker. By partnering with WMCA and the CareerCenter, the employer was able to start the participant at a wage they would have paid a trained baker to start. It would not have been easy for the participant to come to work for the employer at a pay rate they would have started her at with no baking skills. So all in all, it was a win for everyone involved. The employer indicated that they would do it again when it is time to hire again.

A Participant is currently enrolled in DW and JD-NEG. He recently was hired at BIW as a general laborer making \$16 per hour with full benefits. Below is an excerpt from his email to his Career Consultant at the Augusta CareerCenter:

“First, I don't believe that I would have been offered this position had I not received the extensive HVAC training that I was provided through the Career Center. Apparently, Bath Iron Works desires a work force composed of individuals with a diverse set of technical and construction skills. During my job interview, a major focus was placed on why my HVAC training and licenses were considered valuable by BIW. (I hope to transfer into HVAC/Maintenance Dept. in the near future.)

Second: I don't believe that I would have ever attended that HVAC training had it not been for your explanations, guidance, encouragement and hard work. And, for your dedicated efforts, I will always be most grateful. Thank you for making a wonderful difference in my life.”

YOUTH PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Enrollment numbers in the WMCA service area for youth are on target.

During the third quarter of program year 2016, at the Augusta CareerCenter, Youth engagement and processes are improving for the new Youth Career Consultant. He has met with Adult Ed directors to discuss the start of a collaborative youth work program that has been delayed due to staffing turnover. The Youth Career Consultant is working with out-of-school liaisons and helps out at the work lab at Waterville Public Library on bi-monthly basis.

The WIOA Youth program at the Augusta CareerCenter made significant progress in enrollment goals for PY 2016. Overall enrollments number this period is 54 (98% of the current goal of 55) with new enrollments this quarter of 14. Total new enrollments this year are now at 22, 2 more than the annual goal of 20 (110%). Placed in employment/education decreased to 66.67%, on par with the goal of 66.3%, with credential rates for youth 17-21 reported to be 46.15%. Literacy continues to be a problem with 0% increase reported.

During the third quarter at the Skowhegan CareerCenter, Youth engagement encountered instability which resulted in no enrollments and limited youth capacity this period. The Youth Consultant, who is/was relatively new, left to take another job, returned in two weeks, and was reassigned to one of the 2 vacant adult caseloads to meet operational need. The CareerCenter manager assumed case management of the youth caseload and continues to cover this caseload until a consultant can be hired (now 4.5 months since that pending opening has been vacant). A promising collaborative youth work program with partnership between DHHS, Skowhegan and Lawrence Adult Education has formed with a projected start date of July 2017.

The WIOA Youth program continues to be behind enrollment goals for PY 2016. Overall enrollments number this period is 12 (26% of the current goal of 47). A total of 23 have exited the youth program, nearly doubling the enrolled at this time. Placed in employment/education reports at 52.17%, 63% of the goal of 66.3%, with credential rates for youth 17-21 reported to be 44.44% or 61% of goal. Literacy and Numeracy gains remains quite low at 7.14%.

YOUTH PROGRAM - QUARTER ACTIVITY:

Continued emphasis in the WMCA service area is on serving out-of-school youth and creating work experience opportunities for them. Focus has been on creating employer based projects and there has been a lot of interest from the business community.

In this third quarter of 2016, the Youth Consultant at the Augusta CareerCenter has encountered a significant learning curve in light of the introduction of WIOA program protocols and a new database, all while trying to learn the job. As such, it is to be expected that enrollments and program deliverables are a little behind goal. CareerCenter Management is confident that his performance will increase outcomes as his confidence and knowledge increases.

Performance at the Skowhegan CareerCenter is indicative of youth staff inexperience and instability and well below goals in all categories. Enrollments continue to need great attention.

YOUTH PROGRAM - CORRECTIVE ACTION PLAN (if appropriate)

WMCA has been working with youth staff and community partners to focus attention on serving additional out of school youth which is reflected in the increase in out of school youth.

Continuity is the goal for the Augusta Youth program this year. The Youth Consultant has tracked all his youth's CASAS statuses and will be connecting with all to make sure that post testing occurs within the next quarter (4th quarter). He has met regularly with local Adult Education Directors and is on track to offer a joint youth work-study program.

Hopefully a Youth Consultant can be hired soon for the Skowhegan CareerCenter. Training will involve recruitment and partner engagement as well as caseload management.

YOUTH PROGRAM – USE OF WAIVER STATUS

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

YOUTH SUCCESS STORIES

A job seeker enrolled in the WIOA Youth program at the Augusta CareerCenter in October 2016. She is a 23 year old parent out of school youth who was unemployed at the time of WIOA enrollment. The participant had previously worked in low wage fast food and housekeeping jobs. She applied to the WIOA youth program in order to gain help with her goal of becoming a Medical Assistant. Medical Assistant occupations are considered a high wage and in-demand career, one that would help make a better life for her and her family. She applied to and was selected for a Maine General Medical Center Medical Assisting training class that began on November 1, 2016. As part of the class experience, on March 1, 2017 the participant successfully passed her National Healthcare Association (NHA) Clinical Medical Assistant certification exam. On March 10, 2017 she successfully completed the Maine General Medical Center's Medical Assisting training program. She is currently in the process of applying for MA positions at Maine General Medical Center.

A job seeker came into the Skowhegan CareerCenter to follow up a second time for CNA training and OJT. This customer had worked several customer service related jobs, sometimes dually. Even with a great work history and people skills there was always a layoff due to this area's economy and her lack of training. To make matters worse, even though she qualified for WIOA funding in January for CNA training, she did not pass the OJT interview. However, the interview team felt strongly that she had the abilities, but couldn't communicate her strengths and experience. The participant and her consultant worked together on interview skills and she became a top pick as a candidate for training at Lakewood. On May 27th she was offered the training/OJT, she has been a success story since she began class and continues to thrive because of the support of mileage, childcare and tuition at this time.