

PY15 QUARTERLY PERFORMANCE REPORT
LWDB Central/Western QTR 1st

LWDB: Central/Western

PERFORMANCE PERIOD START: 07/01/15 END: 9/30/15 Date Calculated: 10/21/15

ADULT PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Overall, the three Common Measures were within the planned range, with the Average Earnings for Kennebec County exceeding the planned number by 119.58%. However, Entered Employment (59.52%) and Employment Retention (75.76%) were below the planned range for Kennebec County. Entered Employment was highest in the WMCA service area at 119% above the planned level.

ADULT PROGRAM - QUARTER ACTIVITY:

During the first quarter of PY2015, CWMWIB and the CareerCenters began to implement WIOA protocols and deliverables, some of which represents a substantial departure from previous approaches/processes, resulting in additional learning curves for all staff. With this transition taking place at many levels, the CareerCenters were still able to provide programs and services to both the job seeker and employer.

The combined enrollment levels for all activities in Local Area Three were within the planned range. All areas combined exceeded the planned level for Training Services (119%). Both Kennebec and Somerset exceeded the planned level for Training Services [Kennebec (160%); Somerset (130%)] and WMCA was within the planned range at 98%. Kennebec also had the highest level of enrollments for Core B Registrants (108%) and Intensive Services (133%). It is important to note the number of OJT's this quarter of 16; hopefully as staff become more adept at developing these opportunities with employers the number will continue to increase.

The Augusta CareerCenter implemented a new process whereby a CareerCenter Consultant is available for consultation 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.

ADULT PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

As noted in the fourth quarter report, the general interest by WIOA applicants' remains focused on getting jobs verses training, primarily due to immediate need for income/earnings. Recruitment efforts for employment opportunities remain difficult and will continue for the near future, due to many of the available job seekers either having one or more barriers that need to be resolved or a skills mismatch with what is available. The CareerCenter teams continue to reach out to market services and increase referrals and ultimately enrollments in the Adult program. Efforts are being made to increase employer interaction at the CareerCenter through Job Fairs and positive recruitments. The new WIOA requires integrated services with the four core partners. These partnerships and integrated service delivery require learning processes and protocols of all partner agencies, CareerCenter staff are working hard to adjust to the new WIOA regulations.

ADULT PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

ADULT PROGRAM – SUCCESS STORY:

A job seeker came to the Augusta CareerCenter in September of 2015 after being laid off from his employer – he had lost his license to an OUI and the employer let him go because a license is required. CareerCenter staff worked with this customer on Job Search while staff waited to see if he was eligible for unemployment and referred him to DHHS for SNAP because he had a child in house with no income. In October this customer was

denied unemployment but was urged to sign up for food stamps, he did and was found eligible. In early November he was enrolled in WIA/A – at this time he had already had a comprehensive assessment and everything pointed to a job in the HVAC field which he was laid off from. The participant’s past employer sent staff a letter stating if the participant received his Class C license back and took the professional HVAC course; the employer would hire him back. Staff asked the CWMWIB for the \$8,095 needed for the training, it was authorized. The participant attended all classes and after he passed the course found full-time permanent employment, not with his past employer but with Medical Care Development in Gardiner as their Maintenance Person. He loves his new job, he makes \$17 dollars per hour with benefits and he has on call hours on the weekend and receives extra pay for that. He is very pleased with his new Career and has moved to the Gardiner Area, so that he is close to his job.

A job seeker came to the Lewiston CareerCenter in May of 2015. She was a member of a family of 5, had very limited work experience and lately had been a stay-at-home mom. The family was getting food stamps & their budget was stretched to the limit. She knew she had to return to work and find a skill that would make her employable. She had already been accepted into the fall C.N.A. class at OHAE but wanted to get things started much sooner so that she could get to work. The CareerCenter staff helped her locate a C.N.A. class in Lewiston which ran from June through August 2015 and on September 3, 2015 she successfully completed the course. She is searching for work but yet to be listed on the C.N.A. registry (required by employers for consideration for employment). Hopefully, this new skill will allow the participant to help her family make financial progress.

DW PROGRAM - PERFORMANCE TO PLAN SUMMARY:

Overall, Local Area Three met or exceeded two of the three planned activity levels for the Common Measures. Actual levels for Average Earnings were below the planned level (76%). Somerset County has improved from last quarter (95.3% 1stQ; 76% 4thQ) while WMCA saw a decrease (59% 1stQ; 79% 4thQ) and continues to be below the planned level. However, Entered Employment and Employment Retention for the WMCA service area met the planned levels (100% for both), it seems that participants are being placed and staying employed but the wages are not as high as they need to be.

DW PROGRAM - QUARTER ACTIVITY:

The enrollment levels for two of the three activities overall exceeded planned figures: intensive (100%) and training (107%). Core registrants were within the planned level at 94%. Somerset County’s Average Earnings for first quarter have seen an increase from around \$11,000 (during 4thQ) to \$14,318 (1stQ).

DW PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

With the recent approval of the Sector-Partnership NEG grant (SP-NEG) [similar in nature to the Job-Driven NEG grant (JD-NEG)] which focuses on dislocated workers, future enrollments will be balanced with cost/best fit between the JD-NEG, SP-NEG and the WIOA “E” program. This may require an expectation of lower WIOA “E” enrollments. A modification in Dislocated Worker performance goals may result.

DW PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

DW PROGRAM – SUCCESS STORY:

A job seeker came to the Lewiston CareerCenter in March of 2015. She was laid off, had exhausted her UI, was collecting food stamps and had many family issues including a husband facing surgery and her home about to go into foreclosure. Although she had been employed in the Medical field but was laid off, she told the CareerCenter staff that jobs were very limited for her area of expertise. She had conducted a job search and found nothing. CareerCenter staff mentioned a local company, Mingle Analytics that was expanding rapidly and

told her they might be very interested in her skills set. She applied and found the company had no immediate opening so she decided to embark upon a training plan – an online Clinical Medical Assistant Course. This allowed her to collect additional UI under the DWB program. She started the course, but was offered a job at Mingle Analytics, which she took and she is now happily working there at a starting wage of \$28.82/hour plus health insurance and other benefits. She is very happy with her new position PQRS Consultant. Due to her schedule, she does not believe she will be able to finish the course but this is still a success story.

A job seeker came to the Augusta CareerCenter in December of 2014 – he was laid off from a plastic company (1 of 3) in Maine. He was an extrusion worker making \$25.50 per hour. He was not able to find employment in his line of work and he thought truck driver would be a good option for him. After a comprehensive assessment it was decided truck driving would be a good occupation for him and the CareerCenter funded his training at Skowhegan Driving School for Class B. The participant took the course and passed his license testing. Once he received his license he applied at a local employer in his hometown and was hired with C.H. Stevenson in Wayne. The participant is very happy with his employment he makes \$12 an hour and receives fringe benefits. He also does work on Beacon Davis Act projects and is paid a higher wage on those projects. The participant knew he would have a wage decrease from one occupation to another but with the new employer 5 minutes from his home he is very happy with this position.

YOUTH PROGRAM - PERFORMANCE TO PLAN SUMMARY:

The Common Measures for Youth were below the planned levels for the whole region overall. Placed in Employment or Education was the only Common Measure that was almost within the planned activity range (80.8%). Attained a Degree or Certificate for Somerset County was significantly higher than anticipated (136.4% above planned), and Somerset was the only area that exceeded the Literacy/Numeracy Gains (111%). However, there was improvement for the region for this Common Measure but still lower overall (67% 1stQ; 39% 4thQ) as well as in Kennebec County (0%) and WMCA (0%). WMCA exceeded this quarter for Placed in Employment or Education (150.8%).

In the Augusta CareerCenter, the total youth consultant line reduced from 1.5 full-time consultants to 1 full-time consultant. The Youth Consultant is working closely with the Kennebec Sheriff's department in the development of a structured reengagement to work for offenders exiting the correctional system as well as JMG programs on college campuses. During the previous six months, the reduction and subsequent transfer of the half-time consultant resulted in many youth in/near "follow-up" status transferred to the remaining full-time consultant. Attempts (letters/Facebook) to engage these youth were largely unsuccessful. As a result, there are currently a significant number youth in follow-up status and much fewer active clients than previously. It is believed that the fairly large migration of customers to follow-up have negatively impacted the employment/education and degree/certification numbers. The consultant remains diligent in attempting to support/reengage when/where possible. We are confident that such efforts will decrease deficiencies as the year progresses.

YOUTH PROGRAM - QUARTER ACTIVITY:

All areas were below total planned enrollment figures, with the exception of WMCA and Out-of-School Youth (86%). Other areas are improving in the rate of Out-of-School Youth enrollments (overall 60%; Kennebec 70%; Somerset 58%). The increased focus on Out-of-School Youth (per WIOA) is evident in these figures and should continue in a positive direction going forward.

YOUTH PROGRAM - CORRECTIVE ACTION PLAN (if appropriate):

As we made our way through the first quarter of PY2015, it has been a significant change in WIOA Youth services from WIA program parameters as the focus of fund allocation is at 75% for Out-of-School Youth (OSY). Also

new is the increase in work experience and OJTs. It will continue to take time for staff to develop partnerships and improve outreach efforts to OSY.

YOUTH PROGRAM – USE OF WAIVER STATUS:

No use of waivers during this reporting period.

YOUTH PROGRAM - SUCCESS STORY

Goodwill contacted the Lewiston CareerCenter to assist them with re-establishing a 21 year old male back into his home community of Lewiston. He had spent the last 3 years at the Long Creek Youth Development Center serving an assault charge. After meeting with him, his youth counselor, and staff from the correctional facility, staff did some job development and placed him at Jiffy Lube in a full-time position, at \$8.50/hr., changing oil and cleaning vehicles. Staff also assisted him with some appropriate clothing and will also be assisting him with some practice driving time so that he can get his license. His long-term goal is welding and Goodwill plans on assisting him with starting a program in January.

This young man came to the Augusta CareerCenter to file for UI and was at a loss as to what to do and where to go to pursue career training and longevity. He is a very motivated and bright young man than is ready to get it done now. CareerCenter staff worked with the participant and did an assessment to determine his interests and talk about his goals. He wanted to pursue training as a CDL. Staff had him contact several programs that offer the certification/licensing program and it was determined that the most cost effective was at Northeast Technical Institute. In August he started his program to become licensed with a CDL as well as certified or endorsed in Hazmat/2bl-3pl Trailer/Tanker. This journey was going to be a struggle since he was used to working. Although he made only \$9.00/hr. it was paying his living expenses and without an income he needed to continue to pay his bills. He lives alone and has living expenses as well as a mortgage and vehicle payment. He also had the luxury of a few expensive toys which he determined he would sell for the money to live. He lived on the OS supports and any odd jobs he could do to get by along with selling off a 4 wheeler and a boat. He now has his license as of October 22nd and has several job offers to include working at his local fire station which was a boyhood dream.

WIA PY15 QUARTERLY PERFORMANCE REPORT

Local Area: LA-3

Quarter: 1st Qtr PY 15

ADULT			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Core B Registrants	111	101	91%
Intensive Services	93	96	103%
Training Services	70	83	119%
ITA	68	70	103%
OJT	1	16	1600%
CT	-	-	#VALUE!
Other	-	-	#VALUE!
Total Exiters	N/A	N/A	#VALUE!
Total Entering Employment	N/A	N/A	#VALUE!
1. Placements w/Employer-Assisted Benefits	N/A	N/A	#VALUE!
2. Females Entering Employment	N/A	N/A	#VALUE!
3. Females Entering Employment in NTO	N/A	N/A	#VALUE!
COMMON MEASURES			
Entered Employment	84%	78.57%	93.54%
Employment Retention	88%	81.82%	92.98%
Average Earnings	\$ 11,700.00	\$ 11,614.30	99.27%
DISLOCATED WORKER			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Core B Registrants	103	97	94%
Intensive Services	89	89	100%
Training Services	73	78	107%
ITA	69	65	94%
OJT	1	2	200%
CT	-	-	#VALUE!
Other	-	-	#VALUE!
Total Exiters	N/A	N/A	#VALUE!
Total Entering Employment	N/A	N/A	#VALUE!
1. Placements w/Employer-Assisted Benefits	N/A	N/A	#VALUE!
2. Females Entering Employment	N/A	N/A	#VALUE!
3. Females Entering Employment in NTO	N/A	N/A	#VALUE!
COMMON MEASURES			
Entered Employment	89.5%	91.67%	102.39%
Employment Retention	92.8%	92.59%	99.77%
Average Earnings	\$15,026.60	\$ 11,422.26	76.01%

YOUTH			
SERVICE SUMMARY	PY15 Plan	Actual	% Attained
Enrollees - Older & Younger Youth (CO & CY)	139	81	58%
In-School Youth (CO, CY)	58	32	55%
Out-of-School Youth (CO, CY)	81	49	60%
In-School Youth (IS)	N/A	5	#VALUE!
Out-of-School Youth (OS)	N/A	38	#VALUE!
Total Exiters	N/A	N/A	#VALUE!
Total Entering Employment	N/A	N/A	#VALUE!
1. Placements w/Employer-Assisted Benefits	N/A	N/A	#VALUE!
2. Females Entering Employment	N/A	N/A	#VALUE!
3. Females Entering Employment in NTO	N/A	N/A	#VALUE!
COMMON MEASURES			
Placed in Employment or Education	66.3%	53.57%	80.80%
Attained a Degree or Certificate	73.3%	50.00%	68.21%
Literacy/Numeracy Gains	30%	20%	66.67%