WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE
QUICK VIEW: PROGRAM YEAR 2020

July 2022

HOW TO USE THIS INTERACTIVE PDF

The WIOA Annual Statewide Performance Report Narrative is an interactive PDF that incorporates hyperlinks (or "links" for short) and clickable buttons throughout the document. In contrast to a regular PDF with numerous pages, this shortened document allows users to click on several elements to quickly access relevant informational content.

Use the links to navigate the document. Click on the words and phrases with blue text or underlined in blue to quickly access additional information. These hyperlinks send the user to a section of interest or to an external document in the internet, such as a state report located on the U.S. Department of Labor's Performance site. Additional instructions also appear in orange text throughout the report.

Throughout this document, there are three guiding links for easier browsing and accessibility:

1. Table of Contents, to see the overall content of the document;
2. State Narrative Highlights, to access narrative topics; and
3. State Narrative Excerpts, to access the narrative excerpts of each state and territory through a clickable map of the Unites States and its territories.

Tip: Your cursor changes to a hand icon whenever you hover over a link. Please contact ETAperforms@dol.gov with any questions or issues related to accessibility.

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INTRODUCTION

OVERVIEW

The Workforce Innovation and Opportunity Act (WIOA) requires states to prepare and submit annual reports describing the progress in meeting their strategic vision and goals for the workforce system. In their narratives, and in accordance with WIOA Section 185(d) specifications, states and territories report on a variety of items, such as waiver requests, success stories, performance accountability, and promising practices.

This interactive document showcases a synthesis of the reported narratives from 57 states and territories and organizes them in two main sections: Section I – State Narrative Highlights and Section II – State Narrative Excerpts. Section I highlights common items from the Training and Employment Guidance Letter (TEGL) No. 5-18 and expands on other topics, such as COVID-19 Response, that arise from the syntheses, and how states and territories converge under such topics; these include:

- Waivers
- Data Validation and Data Integrity
- Evaluation and Research
- Customer Satisfaction
- State Funds
- COVID-19 Response

Section II, provides a summary of the following items for each reporting state and territory, pursuant to TEGL No. 5-18:

- Waivers
- Data Validation and Data Integrity
- Evaluation and Research
- Customer Satisfaction

All the information in this document comes directly from the Program Year (PY) 2020 States' WIOA Annual Report Narratives and it has been edited for clarity, consistency, and concision purposes. To access the complete annual report narratives for each state and territory, please visit the U.S. Department of Labor's (DOL) Employment and Training Administration (ETA) website at: dol.gov/agencies/eta/performance/results.

OVERVIEW WAIVERS
Waivers, contingent to approval, aim at helping states and territories, particularly if affected by disasters or extraneous circumstances, to "improve job seeker and employer outcomes, or otherwise achieve positive outcomes." Most states and territories applied and received approval for at least one WIOA waiver, and many received several. This section focuses on the most common types of waivers, the purposes for which states and territories received waivers, and highlights shared features of how states and territories executed those waivers.

OVERVIEW EVALUATION AND RESEARCH
In their annual reports, states and territories discuss several elements relating to current, planned, or completed evaluation and research projects. This section focuses on highlighting evaluation and research activities, including methodologies; continuous improvement strategies utilizing results from studies and evidence-based practices evaluated; and a summary of completed evaluations and reports.

OVERVIEW DATA VALIDATION AND DATA INTEGRITY
This section provides a description of the states' and territories' performance accountability system, including their approach to data validation, and ensuring data integrity, and a description of the methodology of any validation activities that occurred.

OVERVIEW CUSTOMER SATISFACTION
State and territory approaches to customer satisfaction may include information used for one-stop center certification, in accordance with 20 CFR 678.800. This section describes reported approaches, methodologies, and any continuous improvement processes for incorporating the customer satisfaction feedback.

OVERVIEW STATE FUNDS
In accordance with Section 128(a)(1) of WIOA, states and territories may undertake activities with funds reserved by the governor, which can be up to 15 percent of their allotment. This section shares ways states and territories described activities undertaken in whole or in part with their governor's reserve and how these activities have directly or indirectly impacted performance.

OVERVIEW COVID-19 RESPONSE
States and territories reported challenges posed by the disruption of the COVID-19 pandemic. This section highlights state workforce system adjustments and ongoing needs.

WAIVERS

OVERVIEW
In their submission of the PY20 WIOA Annual Report Narrative, most states and territories reported at least one WIOA waiver, while others reported more. This section shares the common purposes for which states and territories received waivers and highlights how states and territories executed those waivers. Although some states and territories did not have waivers in places long enough to report outcomes, many were able to share anticipated outcomes or the initial impacts related to the approved waivers.

Generally, waivers helped increase flexibility for local workforce systems. States relied on various waiver flexibilities to respond to service changes and business needs during the COVID-19 pandemic. Waivers were also used to help:

- Reduce administrative costs and streamline services and eligibility standards;
- Support in-school youth who were at risk for disengagement;
- Increase the number of eligible and qualified training providers;
- Reduce administrative and reporting burdens on eligible and qualified training providers;
- Build effective reporting systems or partnerships so eligible and qualified training providers could collect and submit WIOA-required performance data.

Overall, state narratives described 92 waivers. Most waivers reported on the following:

24%
Waiver of the Requirement for Eligible Training Providers (ETP) to Collect Performance Data for All Students in a Training Program.

23%
Waiver of the Requirement that States and Local Areas Expend 75 percent of All Governor's Reserve and Local Area Formula Youth Funds on Out-of-School Youth.

14%
Waiver Allowing the Use of Individual Training Accounts (ITAs) for In-School Youth.

10%
Waiver to Increase On-the-Job Training (OJT) Reimbursement Up to 90 percent for Businesses with 50 or Fewer Employees.

WAIVERS
HIGHLIGHTS
Hover over each category to learn more.

DATA VALIDATION AND DATA INTEGRITY

OVERVIEW

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. Guidance, including TEGL No. 07-18 and TEGL No. 23-19, outlines such data validation requirements and details that each state must develop data validation procedures that include the following:

- Written procedures for data validation that contain a description of the process for identifying and correcting errors or missing data, which may include electronic data checks;
- Regular data validation training for appropriate program staff (e.g. at least annually);
- Monitoring protocols, consistent with 2 CFR Section 200.328, to ensure that program staff are following written data;
- A regular review of program data for errors, missing data, out-of-range values, and anomalies;
- Documentation that missing and erroneous data identified during the review process have been corrected; and
- Regular assessment of the effectiveness of the data validation process and revisions to that process as needed.

The extent to which states and territories discussed these elements within the data validation section of their respective narratives varied extensively. Of submitted reports, 86 percent reported on this topic.

DATA VALIDATION AND DATA INTEGRITY
HIGHLIGHTS
Hover over each category to learn more.

EVALUATION AND RESEARCH

OVERVIEW
TEGL No. 5-18 asks states to include, descriptions of current or planned evaluation and related research projects, including any efforts to coordinate the development of such projects with WIOA core programs, other state agencies, and local boards in their narrative reports. States also include continuous improvement strategies utilizing results from studies and evidence-based practices evaluated. State evaluation and research projects fall into several broad categories.

Barriers to Workforce Participation
Several states and territories conducted a combination of research and evaluation projects to assess the service delivery for at-risk populations. These projects focused on the barriers to employment/participation in the workforce, creation of diversity, equity, and inclusion (DEI) initiatives, and specific strategies to reach identified at-risk populations (apprenticeships, education, afterschool programming).

Capacity Assessment
To inform improved decision making on service delivery, many states and territories reported evaluations on workforce development program staff capacities, knowledge, and training assessments. For the states and territories that conducted or are conducting research and evaluation projects focusing on capacity and service delivery processes, the intended purposes were

ongoing program monitoring and identifying areas for improvement.

Collaborations with Academic Institutions and other State-Identified Organizations
This section highlights collaborations with subject matter experts, particularly with relevant research centers and professors within academic institutions to either organize and implement research/ evaluation activities or provide insight to the principal investigator organization.

Collaborations with Local Workforce Development Boards (LWDB)
States and territories reported several purposes for collaborating with LWDBs and the level of involvement that LWDBs had in each respective research activity. Reports often mentioned the significance of including LWDBs in the preliminary stages of research activities to measure key areas of concern and the need for robust information. Additionally, reports also signaled the importance of cooperation from LWDB staff in data collection processes to attain necessary outcome data and provide recommendations informed by frontline experiences.

Collaborations with other State Departments of Labor
Several states mentioned their participation in inter-state collaboration efforts, specifically mentioning the Evaluation

Peer Learning Cohort (EvalPLC). This project served as an interactive technical assistance forum, comprised of cross-agency representatives from up to six states with representatives from core WIOA programs. EvalPLC aided the development of collaborative capstone projects to support the development and implementation of state and/or local research and evaluations.

State Agencies Cross Collaboration
Due to the cross-sectional nature of many reported activities, reported workforce research and evaluation research activities often mentioned collaborations with state agencies as valuable expert partners. This topic highlights state agency collaborations centered among Departments of Education, Departments of Unemployment Assistance, Departments of Economic Development, and/or Departments of Health and Humans Services.

WIOA Program Outcomes Evaluation
Primarily, states and territories that conducted large scale evaluations focused on measuring the effectiveness of WIOA Adult, Youth, Dislocated Worker grants on employment outcomes. Evaluations most often reported on measures such as employment rate following program exit, wage increases/decreases, upward mobility within employment, and training completion.

EVALUATION AND RESEARCH
HIGHLIGHTS
Hover over each category to learn more.

CUSTOMER SATISFACTION

OVERVIEW

States and territories are also encouraged to include information on their customer satisfaction approach, including methodologies, response rate, generalizability of results, and descriptions of continuous improvement processes. States addressed areas such as:

Automating Customer Satisfaction Feedback Systems
States reported efforts to increase response rate, and efforts to automate the customer satisfaction feedback systems. These efforts included employing software solutions to automate the process and reduce burden on program staff.

Methods to Increase Response Rate
States reported various strategies to increase the customer satisfaction response rate such as providing more chances for customers to give feedback and making the process easier.

Leveraging Findings to Inform Continuous Improvement Strategies
Several States and Territories detailed the specific continuous improvement strategies that they implemented as a result of customer feedback.

Localizing Customer Satisfaction Measures
Several States highlighted local approaches to measuring customer satisfaction, citing the importance of local knowledge to tailor measures of satisfaction to their specific customer.

CUSTOMER
SATISFACTION
HIGHLIGHTS
Hover over each category to learn more.

STATE FUNDS

OVERVIEW

In their submission of the PY20 WIOA Annual Report Several states and territories reported use of state funds for many required WIOA activities. Others noted that the additional funds helped support innovative initiatives or mitigate unforeseen circumstances that could not be served through formula allocation funds. States and territories reported using funds for common purposes, which included services or programs for veterans, returning citizens, and youth; evaluation and rapid response activities; hiring specialized or needed staff; and sector partnership efforts.

STATE FUNDS
HIGHLIGHTS
Hover over each category to learn more.

COVID-19 RESPONSE

OVERVIEW

The COVID-19 pandemic created many challenges for states and territories across the nation. WIOA-related activities met impediments as employment centers shut down, businesses abruptly closed, and mandated safety protocols were put in place to reduce the spread of the virus. This section identifies common strategies that the states and territories implemented in their responses to the disruptions.

COVID-19 RESPONSE
HIGHLIGHTS
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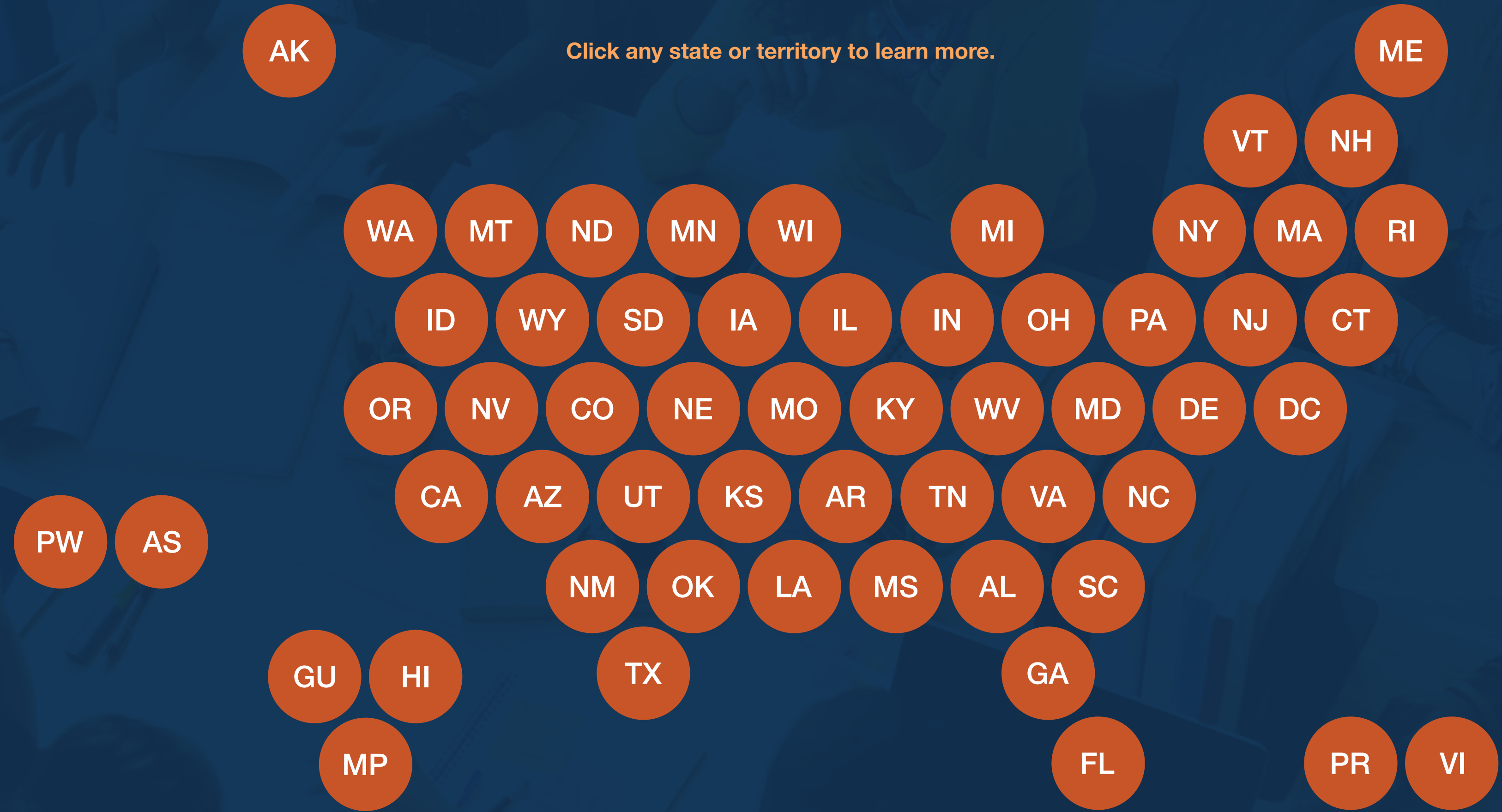
ALABAMA

ALABAMA DEPARTMENT OF LABOR

ALABAMA DEPARTMENT OF COMMERCE

Hover over each category to learn more.

ALASKA

ALASKA DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

Hover over each category to learn more.

ARIZONA

ARIZONA@WORK

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Hover over each category to learn more.

ARKANSAS

**ARKANSAS DIVISION OF
WORKFORCE SERVICES**

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CALIFORNIA

**CALIFORNIA WORKFORCE
DEVELOPMENT BOARD**

Hover over each category to learn more.

COLORADO

**COLORADO WORKFORCE
DEVELOPMENT COUNCIL**

Hover over each category to learn more.

CONNECTICUT

CONNECTICUT DEPARTMENT OF LABOR

GOVERNOR'S WORKFORCE COUNCIL CONNECTICUT

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DELAWARE

DELAWARE WORKFORCE DEVELOPMENT BOARD

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DISTRICT OF COLUMBIA

DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

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FLORIDA

CAREERSOURCE FLORIDA

Hover over each category to learn more.

GEORGIA

WORKSOURCE GEORGIA (THE TECHNICAL COLLEGE SYSTEM OF GEORGIA'S OFFICE WORKFORCE DEVELOPMENT)

GEORGIA DEPARTMENT OF LABOR

Hover over each category to learn more.

HAWAII

STATE OF HAWAII DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

Hover over each category to learn more.

IDAHO

IDAHO WORKFORCE DEVELOPMENT COUNCIL

IDAHO DEPARTMENT OF LABOR

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ILLINOIS

ILLINOIS WORKFORCE INNOVATION BOARD

ILLINOIS DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY

Hover over each category to learn more.

INDIANA

**INDIANA DEPARTMENT OF
WORKFORCE DEVELOPMENT**

Hover over each category to learn more.

IOWA

IOWAWORKS

IOWA WORKFORCE DEVELOPMENT

Hover over each category to learn more.

KANSAS

KANSASWORKS STATE BOARD

Hover over each category to learn more.

KENTUCKY

**KENTUCKY WORKFORCE
INNOVATION BOARD**

Hover over each category to learn more.

LOUISIANA

**LOUISIANA DEPARTMENT OF LABOR –
LOUISIANA WORKFORCE COMMISSION**

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MAINE

MAINE DEPARTMENT OF LABOR

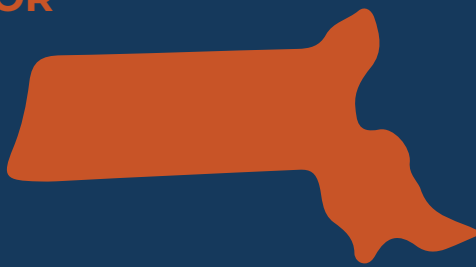Hover over each category to learn more.

MARYLAND

MARYLAND DEPARTMENT OF LABOR

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MASSACHUSETTS

MASSACHUSETTS EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT

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MICHIGAN

STATE OF MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY

Hover over each category to learn more.

MINNESOTA

**MINNESOTA DEPARTMENT OF EMPLOYMENT
AND ECONOMIC DEVELOPMENT**

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MISSISSIPPI

MISSISSIPPI WORKS - MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

Hover over each category to learn more.

MISSOURI

DEPARTMENT OF HIGHER EDUCATION AND WORKFORCE DEVELOPMENT

MISSOURI JOB CENTER

Hover over each category to learn more.

MONTANA

**MONTANA DEPARTMENT OF
LABOR & INDUSTRY**

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NEBRASKA

NEBRASKA DEPARTMENT OF LABOR

Hover over each category to learn more.

NEVADA

NEVADA'S WORKFORCE DEVELOPMENT BOARDS

STATE OF NEVADA DEPARTMENT OF EMPLOYMENT TRAINING AND REHABILITATION

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NEW HAMPSHIRE

STATE WORKFORCE INNOVATION BOARD

**NEW HAMPSHIRE BUSINESS AND
ECONOMIC AFFAIRS**

Hover over each category to learn more.

NEW JERSEY

**NEW JERSEY DEPARTMENT OF LABOR AND
WORKFORCE DEVELOPMENT**

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NEW MEXICO

NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS

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NEW YORK

NEW YORK STATE DEPARTMENT OF LABOR

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NORTH CAROLINA

**NORTH CAROLINA DEPARTMENT OF COMMERCE -
DIVISION OF WORKFORCE SOLUTIONS**

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NORTH DAKOTA

JOB SERVICE NORTH DAKOTA

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OHIO

DEPARTMENT OF JOB AND FAMILY SERVICES

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OKLAHOMA

**OKLAHOMA OFFICE OF
WORKFORCE DEVELOPMENT**

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OREGON

**STATE OF OREGON
EMPLOYMENT DEPARTMENT**

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PENNSYLVANIA

**PENNSYLVANIA WORKFORCE
DEVELOPMENT BOARD**

**PENNSYLVANIA DEPARTMENT OF
LABOR & INDUSTRY**

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RHODE ISLAND

GOVERNOR'S WORKFORCE BOARD

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SOUTH CAROLINA

SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Hover over each category to learn more.

SOUTH DAKOTA

**SOUTH DAKOTA DEPARTMENT OF
LABOR & REGULATION**

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TENNESSEE

**TENNESSEE DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

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TEXAS

TEXAS WORKFORCE COMMISSION (TWC)

Hover over each category to learn more.

UTAH

DEPARTMENT OF WORKFORCE SERVICES

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VERMONT

VERMONT DEPARTMENT OF LABOR

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VIRGINIA

VIRGINIA CAREER WORKS

Hover over each category to learn more.

WASHINGTON

WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD

WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT

WASHINGTON'S LOCAL WORKFORCE DEVELOPMENT BOARDS

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WEST VIRGINIA

WORKFORCE WEST VIRGINIA

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WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

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WYOMING

Hover over each category to learn more.

AMERICAN SAMOA

**DEPARTMENT OF HUMAN RESOURCES -
EMPLOYMENT & TRAINING DIVISION**

Hover over each category to learn more.

COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS

CNMI DEPARTMENT OF LABOR – WORKFORCE INVESTMENT AGENCY

Hover over each category to learn more.

GUAM

GUAM DEPARTMENT OF LABOR

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PALAU

STATE WORKFORCE DEVELOPMENT BOARD

PALAU WIOA OFFICE/AMERICAN JOB CENTER

Hover over each category to learn more.

PUERTO RICO

**PUERTO RICO WORKFORCE
DEVELOPMENT PROGRAM**

**DEPARTMENT OF ECONOMIC DEVELOPMENT
AND COMMERCE**

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U.S. VIRGIN ISLANDS

U.S. VIRGIN ISLANDS WORKFORCE DEVELOPMENT BOARD

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