



WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

QUICK VIEW: PROGRAM YEAR 2021

APRIL 2023





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 United States and its territories.

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



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INTRODUCTION

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:

- Use of State Funds
- Evaluations
- Waivers
- Success Stories

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

All the information in this document comes directly from the Program Year (PY) 2021 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 USE OF 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 EVALUATIONS

In their annual report narratives, 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 WAIVERS

Waivers, contingent to approval, aim at helping states and territories, particularly if affected by disasters or extraneous circumstances, to “improve jobseeker 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 SUCCESS STORIES

In their annual report narratives, states and territories share individuals' success stories that highlight how services, such as industry-specific training, employment assistance and placement, certification programs, and vocational rehabilitation, helped them gain economic self-sufficiency. There are several programs that work specifically with priority populations such as veterans, individuals with a criminal history, and individuals struggling with substance use. WIOA also serves businesses through customized services, such as recruitment events and job fairs, human resource consultation, industry sector strategies, and providing labor market information. With such a variety of success stories, states are leveraging the diversity, innovation, and flexibility of the types of programs and services that they offer to address the needs of their local communities. These success stories highlight WIOA title I programs, including WIOA Adult, Dislocated Worker and Youth programs, and WIOA non-core programs.



SECTION I
STATE NARRATIVE HIGHLIGHTS

USE OF STATE FUNDS

This section highlights examples of how states and territories have woven Diversity, Equity, Inclusion and Accessibility (DEIA) throughout their WIOA programs and activities aimed at mitigating the impact of COVID-19.

In [Executive Order 14035](#), “Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce,” the Biden-Harris Administration defines DEIA as:

- Diversity: the practice of including many communities, identities, races, ethnicities, backgrounds, abilities, cultures, and beliefs.
- Equity: the consistent and systematic, fair, just, and impartial treatment of all individuals.
- Inclusion: the recognition, appreciation, and use of the talents and skills of employees of all backgrounds.
- Accessibility: the design, construction, development and maintenance of facilities, information and communication technology, programs, and services so that all people, including people with disabilities, can fully and independently use them.¹

¹ Exec. Order No. 14035, 86 Fed. Reg. 34593 (June 25, 2021).

This section presents select examples of how states and territories share activities undertaken in whole, or in part, with their governor’s reserve in the areas of DEIA, and how they have uniquely reached recipients of public assistance, other low-income individuals, individuals who are basic skills deficient and veterans through adult priority of service as outlined in [TEGL No. 7-20](#) “Effective Implementation of Priority of Service Provisions for Most in Need Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program.”

Additionally, this section illustrates ways states and territories addressed the impact of COVID-19. The highlighted practices include innovative approaches such as virtual and/or hybrid services, advanced resource toolkits, expanded support services to include broadband connections and mobile case management, and support focusing on Black, Indigenous, People of Color (BIPOC), women and other low-income communities.

USE OF STATE FUNDS HIGHLIGHTS

Hover over each category to learn more.



SECTION I
STATE NARRATIVE HIGHLIGHTS

EVALUATIONS

TEGL No. 5-18 asks states and territories 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 and territories also include continuous improvement strategies utilizing results from studies and evidence-based practices evaluated. State and territory evaluation and research projects fall into several broad categories such as the assessment of toolkits and supporting products, workforce training processes and outcomes, agency services to participants, and labor force participation and barriers of entry, to list a few.

EVALUATIONS HIGHLIGHTS

Hover over each category to learn more.

SECTION I
STATE NARRATIVE HIGHLIGHTS

WAIVERS

In their submission of the PY21 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 place 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 business needs and administrative challenges during the COVID-19 pandemic. Waivers were also used to help:

- Adjust reimbursement rates;
- 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; and
- Build effective reporting systems or partnerships so eligible and qualified training providers could collect and submit WIOA required performance data.

Overall, state narratives described 73 waivers. Most states reported on the following:

24% 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 (OSY).

19% Waiver allowing the use of Individual Training Accounts (ITAs) for in-school youth (ISY)

13% 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.



SECTION I
STATE NARRATIVE HIGHLIGHTS

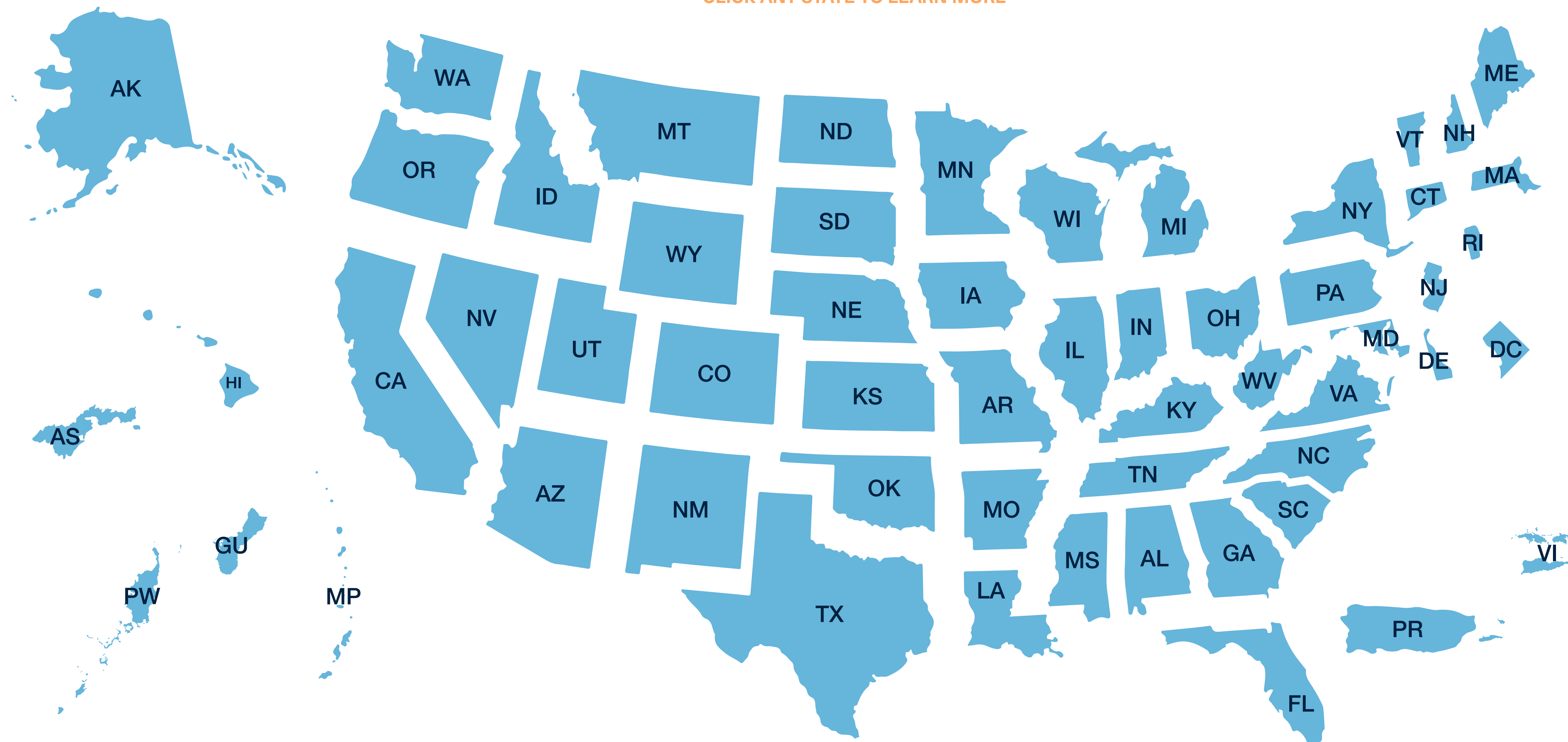
SUCCESS STORIES

States and territories are encouraged to include information on customer accomplishments and successes. This section highlights a variety of success stories and provides valuable examples of how states and territories are implementing WIOA to help adult and youth jobseekers gain skills and employment. Other examples include how states and territories are implementing WIOA to assist dislocated workers, as well as create and maintain successful business partnerships with employers.

SUCCESS STORIES HIGHLIGHTS

Hover over each category to learn more.

CLICK ANY STATE TO LEARN MORE





ALABAMA

ALABAMA DEPARTMENT OF LABOR
ALABAMA DEPARTMENT OF COMMERCE

Hover over each category to learn more.

BACK TO MAP



ALASKA

ALASKA DEPARTMENT OF LABOR
AND WORKFORCE DEVELOPMENT

Hover over each category to learn more.

BACK TO MAP



ARIZONA

ARIZONA@WORK
ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Hover over each category to learn more.

BACK TO MAP



ARKANSAS

ARKANSAS DIVISION OF WORKFORCE SERVICES

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CALIFORNIA

CALIFORNIA WORKFORCE DEVELOPMENT BOARD

Hover over each category to learn more.

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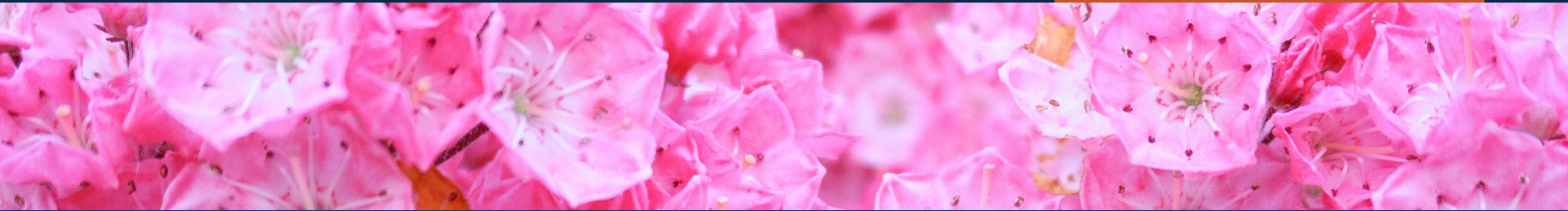


COLORADO

COLORADO WORKFORCE DEVELOPMENT COUNCIL

Hover over each category to learn more.

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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
FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

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GEORGIA

WORKSOURCE GEORGIA

(The Technical College System of Georgia’s Office Workforce Development)

GEORGIA DEPARTMENT OF LABOR

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HAWAII

STATE OF HAWAII DEPARTMENT OF
LABOR AND INDUSTRIAL RELATIONS

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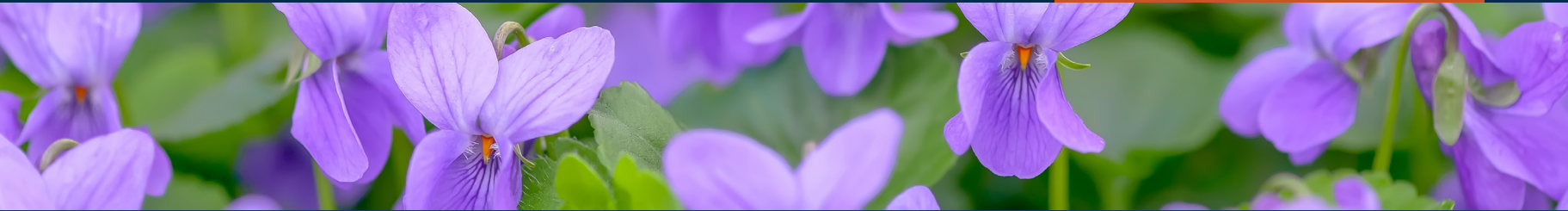


IDAHO

IDAHO WORKFORCE DEVELOPMENT COUNCIL
IDAHO DEPARTMENT OF LABOR

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ILLINOIS

ILLINOIS WORKFORCE INNOVATION BOARD
ILLINOIS DEPARTMENT OF COMMERCE
AND ECONOMIC OPPORTUNITY

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INDIANA

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

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IOWA

IOWAWORKS
IOWA WORKFORCE DEVELOPMENT

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KANSAS

KANSASWORKS STATE BOARD

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KENTUCKY

KENTUCKY WORKFORCE INNOVATION BOARD

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LOUISIANA

LOUISIANA DEPARTMENT OF LABOR,
LOUISIANA WORKFORCE COMMISSION

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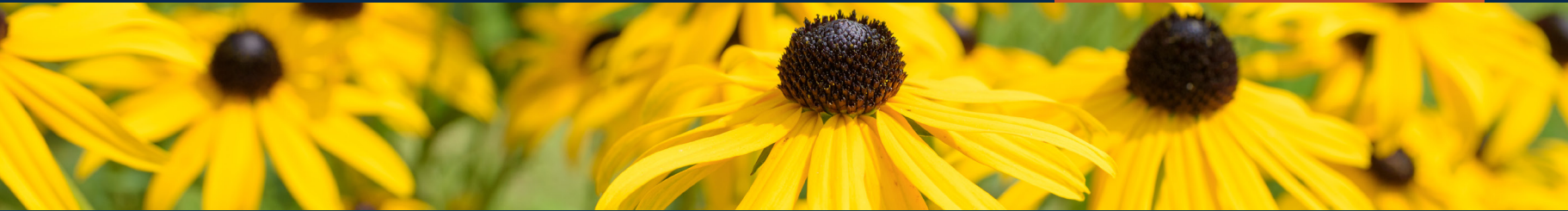


MAINE

MAINE DEPARTMENT OF LABOR

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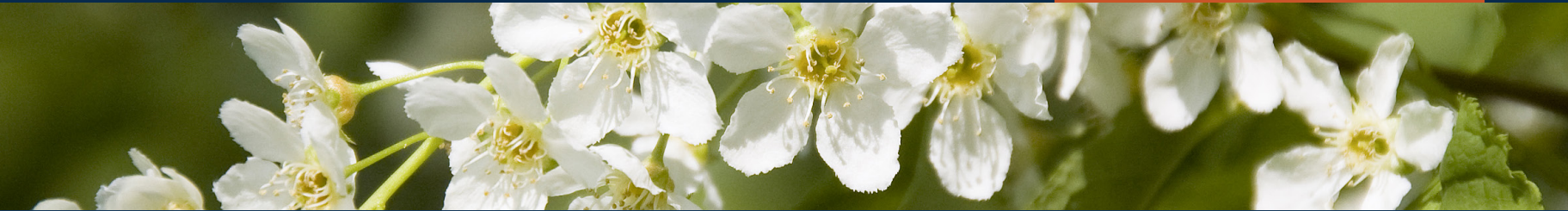


MARYLAND

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

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MINNESOTA

MINNESOTA DEPARTMENT OF EMPLOYMENT
AND ECONOMIC DEVELOPMENT

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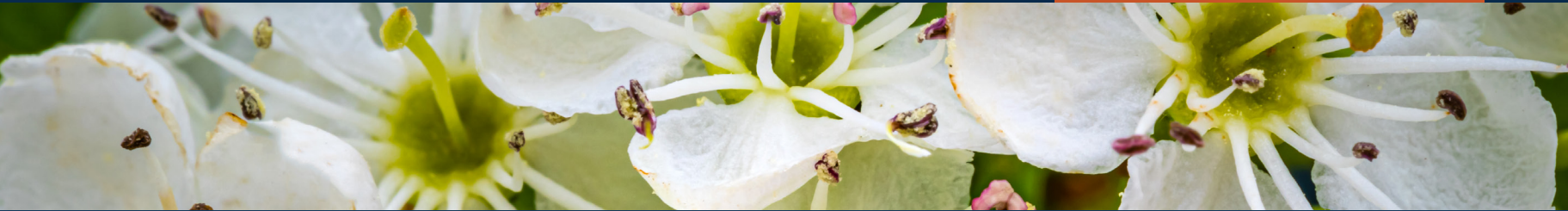


MISSISSIPPI

MISSISSIPPI WORKS,
MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

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MISSOURI

DEPARTMENT OF HIGHER EDUCATION
AND WORKFORCE DEVELOPMENT
MISSOURI JOB CENTER

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MONTANA

MONTANA DEPARTMENT OF LABOR & INDUSTRY

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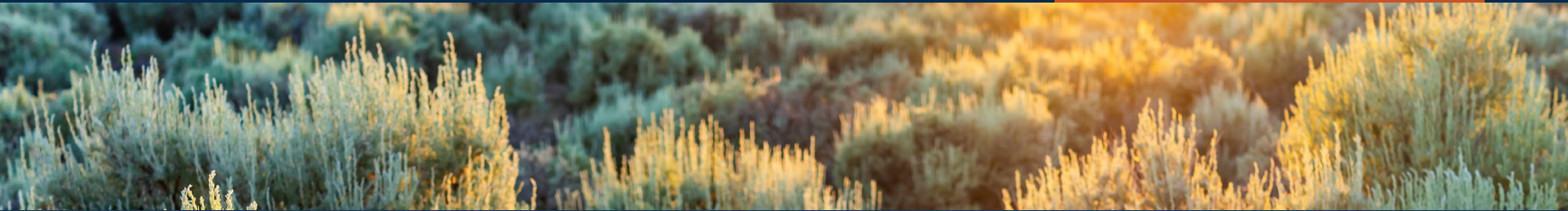


NEBRASKA

NEBRASKA DEPARTMENT OF LABOR

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BACK TO MAP



NEVADA

NEVADA’S WORKFORCE DEVELOPMENT BOARDS
STATE OF NEVADA DEPARTMENT OF
EMPLOYMENT TRAINING AND REHABILITATION

Hover over each category to learn more.

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NEW HAMPSHIRE

STATE WORKFORCE INNOVATION BOARD
NEW HAMPSHIRE BUSINESS AND ECONOMIC AFFAIRS

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NEW JERSEY

NEW JERSEY DEPARTMENT OF LABOR
AND WORKFORCE DEVELOPMENT

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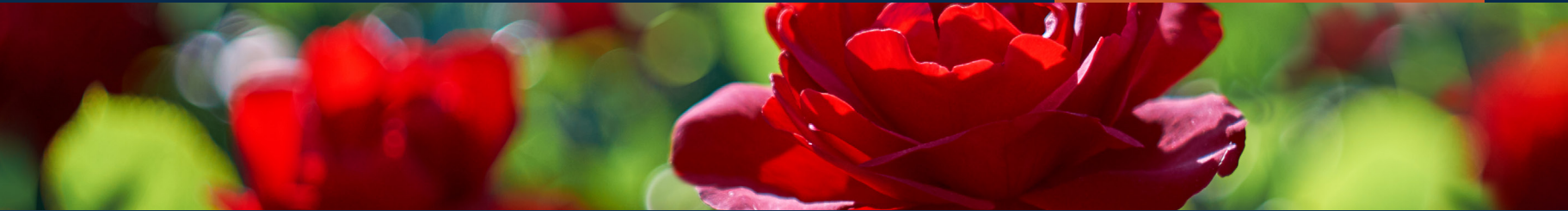


NEW MEXICO

NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS

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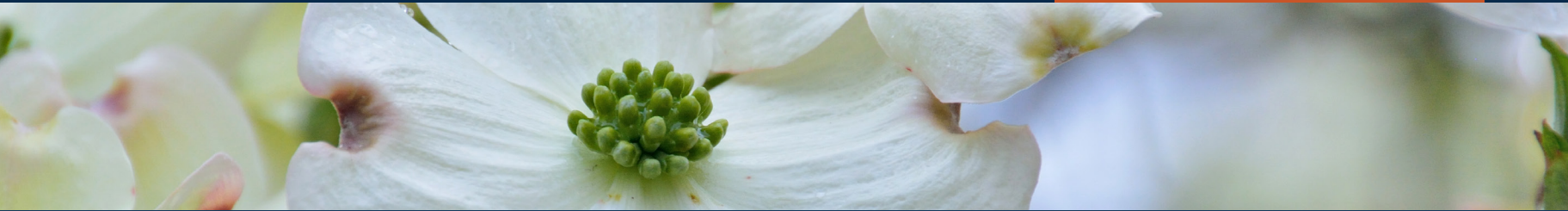


NEW YORK

NEW YORK STATE DEPARTMENT OF LABOR

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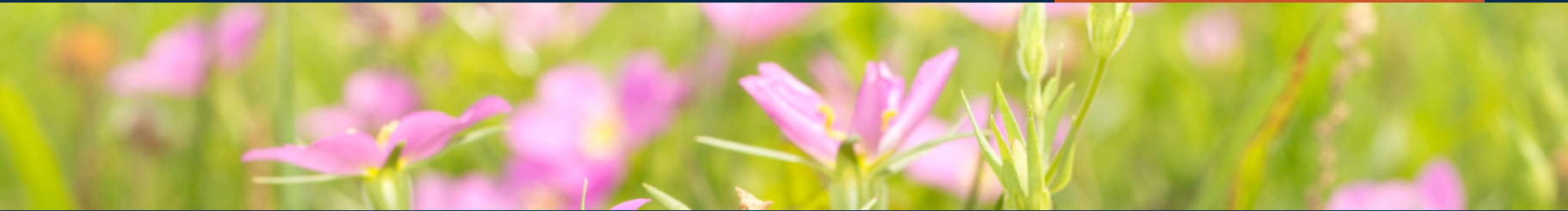


NORTH CAROLINA

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

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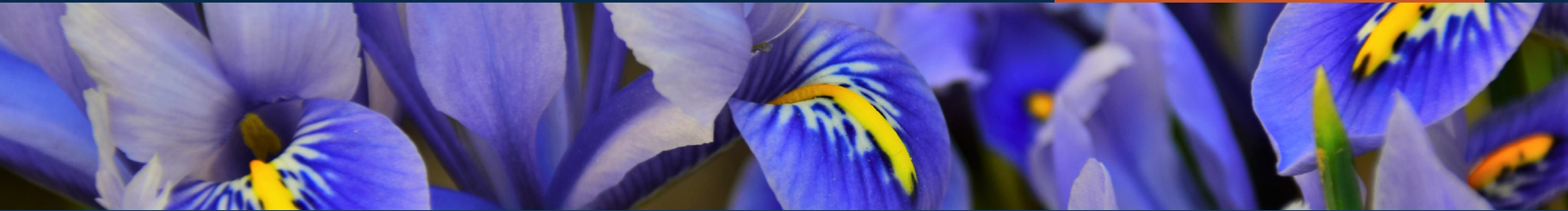


SOUTH DAKOTA

SOUTH DAKOTA DEPARTMENT OF LABOR & REGULATION

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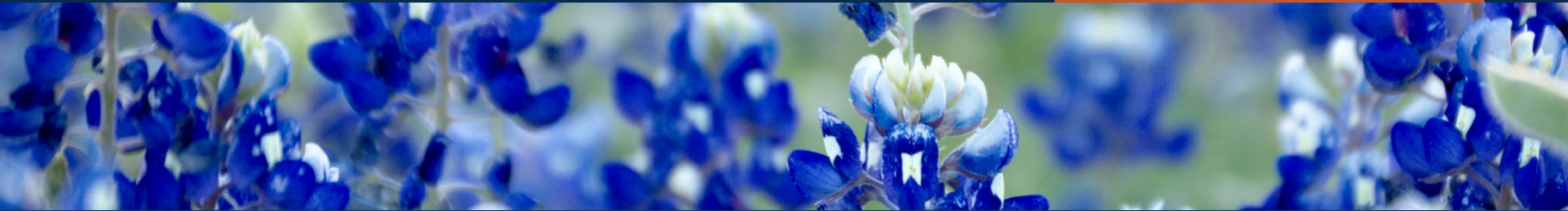


TENNESSEE

TENNESSEE DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT

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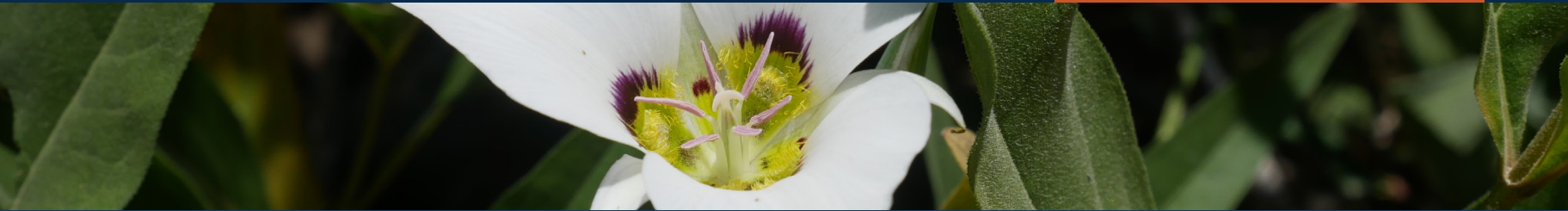


TEXAS

TEXAS WORKFORCE COMMISSION

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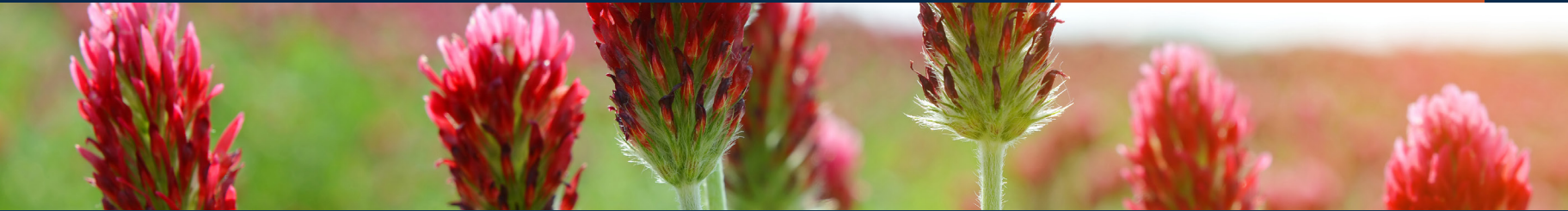


UTAH

DEPARTMENT OF WORKFORCE SERVICES

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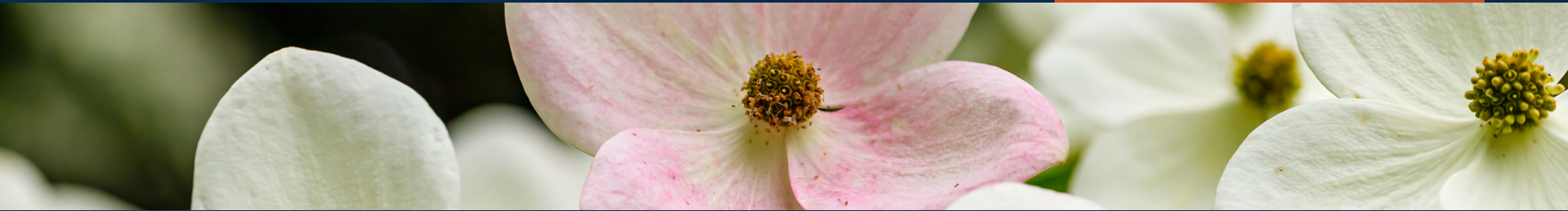


VERMONT

VERMONT DEPARTMENT OF LABOR

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VIRGINIA

VIRGINIA CAREER WORKS

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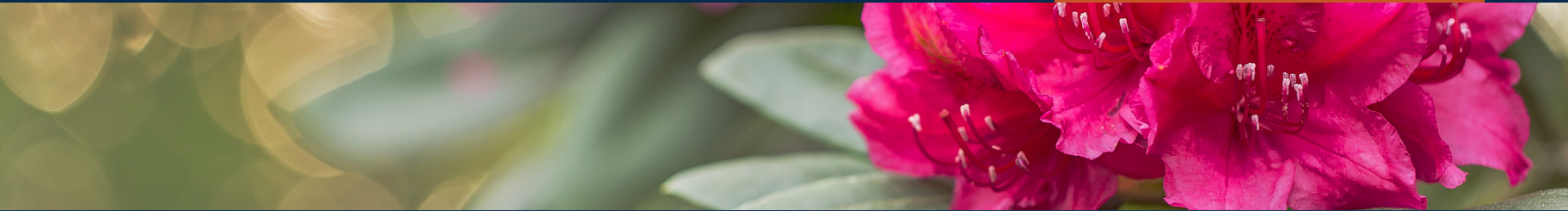


WASHINGTON

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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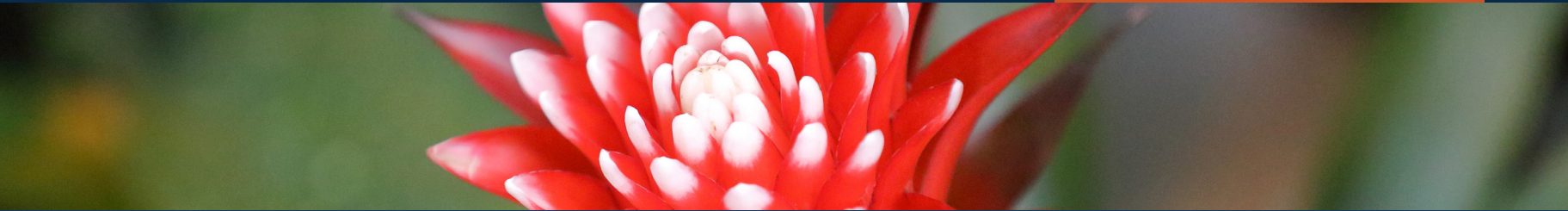


WYOMING

WYOMING DEPARTMENT OF WORKFORCE SERVICES

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AMERICAN SAMOA

DEPARTMENT OF HUMAN RESOURCES,
EMPLOYMENT & TRAINING DIVISION

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COMMONWEALTH OF THE
NORTHERN MARIANA ISLANDS

CNMI DEPARTMENT OF LABOR – WORKFORCE INVESTMENT AGENCY

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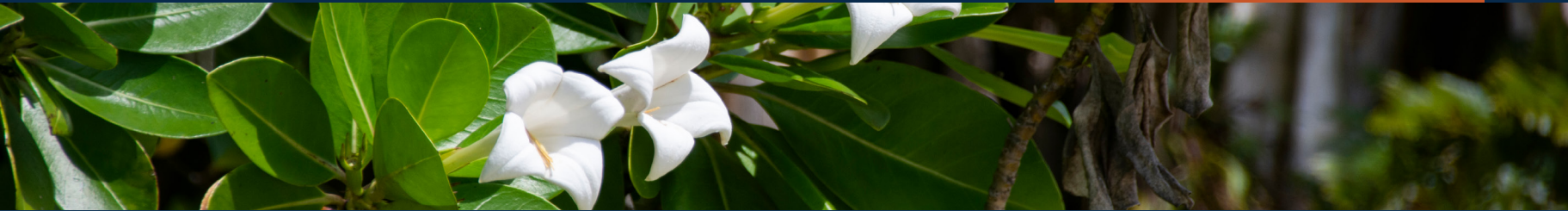


GUAM

GUAM DEPARTMENT OF LABOR

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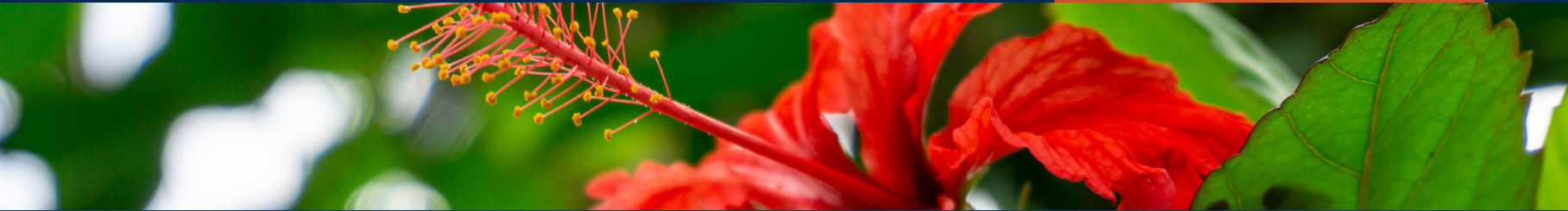


PALAU

STATE WORKFORCE DEVELOPMENT BOARD
PALAU WIOA OFFICE/AMERICAN JOB CENTER

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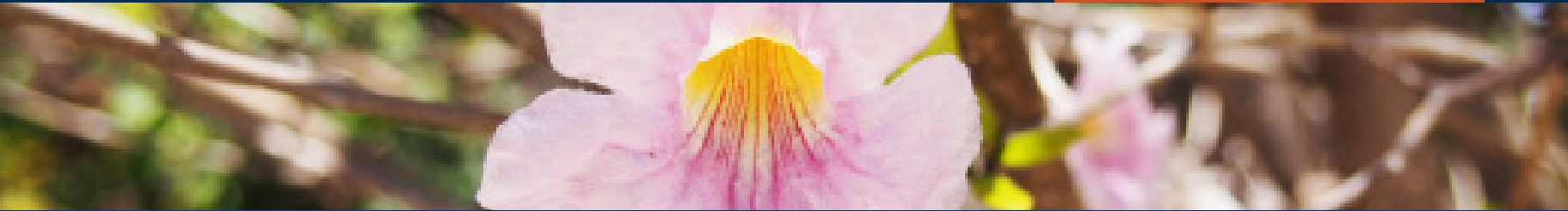


PUERTO RICO

PUERTO RICO WORKFORCE DEVELOPMENT PROGRAM
DEPARTMENT OF ECONOMIC DEVELOPMENT AND COMMERCE

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UNITED STATES
VIRGIN ISLANDS

U.S. VIRGIN ISLANDS WORKFORCE DEVELOPMENT BOARD

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WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

QUICK VIEW: PROGRAM YEAR 2021

APRIL 2023