

Workforce Innovation and Opportunity Act (WIOA)

Wyoming Annual Narrative Report

Program Year 2022

(July 1, 2022, to June 30, 2023)

The Wyoming Department of Workforce Services (DWS), in collaboration with its partners, is proud to present the Program Year 2022 Annual Report. This narrative is a collaborative effort among the six core programs (Title I-Adult, Dislocated Worker, Youth, Title II-Adult Education (AE), Title III-Wagner-Peyser, and Title IV-Vocational Rehabilitation). Collaboration, communication, and maximizing resources through these partnerships all employ the successes of the WIOA program in Wyoming.

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state’s progress toward achieving the goals and performance outcomes in ETA’s letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state’s waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

Wyoming currently does not have any active WIOA Waivers.

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers or has any other metrics to assess employer engagement, describe the measure or metric as well.

The Wyoming Workforce Development Council (WWDC) elected *Employer Penetration Rate* and *Retention with the Same Employer* as Wyoming’s focus for the Effectiveness in Serving Employers performance pilot indicators. Wyoming continues to focus on business engagement and outreach to educate, develop, and maintain business relationships. During PY 2022, the labor force participation rate was relative to other years. The main focus has been on recruitment and retention strategies. DWS is currently reviewing and updating our business services policy and procedure to provide more consistent services and support to employers throughout the state. Special attention is being placed on outreach and coordination efforts of WIOA case managers for participant placement and referrals. Wyoming currently does not have any state-established measures.

Table 4.1: Wyoming Labor Force and Unemployment Rate, 2013-2022

Year	Labor Force	Employed	Unemployed	Unemployment Rate	Labor Force Participation Rate
2013	302,201	287,792	14,409	4.8	67.4
2014	302,865	289,694	13,171	4.3	67.3
2015	301,608	288,894	12,714	4.2	66.8
2016	300,546	284,439	16,107	5.4	66.6
2017	293,802	281,164	12,638	4.3	65.9
2018	292,629	280,754	11,875	4.1	65.7
2019	293,320	282,433	10,887	3.7	65.6
2020	293,755	276,495	17,260	5.9	65.2
2021	289,154	275,748	13,406	4.6	63.7
2022	291,756	281,343	10,413	3.6	63.7

Source: Local Area Unemployment Statistics.
Prepared by C. Cowan, Research & Planning, WY DWS, 3/30/23.

Current or planned evaluation and related research projects, including methodologies, used.

The WWDC has conducted four strategic planning sessions to identify measurable areas for the 2024 state plan. The Council has contracted with Northern Illinois University to provide the evaluation component for WIOA Title 1. The evaluation has not been completed as of the writing of the document but should be done soon.

Efforts to coordinate the development of such projects with WIOA core programs, other state agencies, and local boards.

Rural Outreach

Wyoming is a very rural state. With this rural nature, DWS is aware of the unique economic, social, and cultural characteristics that shape the way of life for Wyoming residents and the impact of various aspects of its workforce and community development.

Rural communities often face unique economic challenges, including limited job opportunities, lack of access to educational resources, and lower median incomes. WIOA outreach can help address these challenges by providing training, education, and job placement services to improve the overall economic stability of these communities.

The Wyoming Workforce Centers focused on connecting with the rural communities in PY 2022. This outreach has always been important; however, additional innovative outreach activities were provided to strengthen partnerships with local organizations, educational institutions, and businesses, fostering a collaborative approach to addressing the workforce development needs of rural communities.

“Yes, WIOA Can!” Initiative

The Wyoming Workforce Centers focus on “meeting individuals where they are” as a fundamental principle and have had training and discussions on the “Yes, WIOA Can!” initiative. These discussions centered around remembering the importance of providing customized and accessible services to individuals based on their specific needs, circumstances, and readiness for employment. Staff members recognize that individuals seeking workforce development services may be at different stages of their career paths and may require tailored support to overcome various barriers to employment.

The “Yes, WIOA Can!” philosophy is a client-centric approach that fosters positive engagement between DWS staff members and clients, creating a supportive and collaborative environment for achieving successful employment outcomes. The Wyoming Workforce Centers have just started talking about the initiative and have more training planned in the upcoming program year.

Department of Family Services Partnership

DWS and the Department of Family Services (DFS) continue to work together to provide a holistic approach to serving individuals with the long-term goal of self-sustainable employment. The Wyoming Workforce Centers provide universal access to all job seekers through “basic career services” and emphasize providing targeted services to “individuals with barriers to employment,” which includes low-income individuals. Low-income individuals, including individuals participating in the Supplemental Nutrition Assistance Program (SNAP), are given priority of service when it comes to receiving higher-intensity services like “individualized career services” or training from the WIOA Adult program.

Since the WIOA Title I Adults program focuses on low-income individuals, DWS and DFS have monthly meetings to discuss strategies and approaches to providing streamlined services and increase co-enrollments. These strategies embody a “Coaching for Success” philosophy, which include the following:

- Team approach to case management.
- Funding streams and how to braid funds between Temporary Assistance for Needy Families (TANF) and WIOA programs.
- Colors Personality Assessments and how our personality impacts our relationships.
- Communication - Unconscious Biases and Managing Emotions.
- Coaching skills using several coaching methods.

DFS and DWS partner together to create self-sufficient, responsible, and successful individuals through the TANF Work Program known in Wyoming as the Personal Opportunities with Employment Responsibilities (POWER) Work program. Using DFS federal TANF funds, POWER allows Wyoming parents with barriers to employment to earn cash assistance through an employment-focused, pay-after-performance TANF work program administered by DWS. The individuals who enroll in POWER also meet the eligibility requirements of WIOA. As a result, POWER participants are co-enrolled in the WIOA Adult program when appropriate to meet the needs of each participant best.

The Wyoming Child Support Program (CSP), in partnership with DWS, established the Work Initiative Network (WIN) program to improve earning outcomes for Non-Custodial Parents (NCPs). The program used coaching and a case management approach that increases the participants’ capacity to move toward permanent unsubsidized employment so they can make reliable child support payments, which improves the financial well-being of both custodial and noncustodial parents and their children. DWS WIN case managers refer eligible participants to the WIOA Adult and Dislocated Worker programs when appropriate to best meet the needs of each individual participant.

The Dads Making a Difference (DADs) program is a DWS initiative in partnership with DFS that uses TANF, SNAP Employment and Training (E&T), and private funding. The nationally recognized DADs program was developed in 2007 as a training-to-work program for low-income custodial and non-custodial fathers in Wyoming who experience

multiple barriers to self-sufficiency. The DADs program provides services necessary for fathers to actively improve the quality of their lives and the lives of their children and families. All eligible DADs program participants are co-enrolled in WIOA to leverage services and funding.

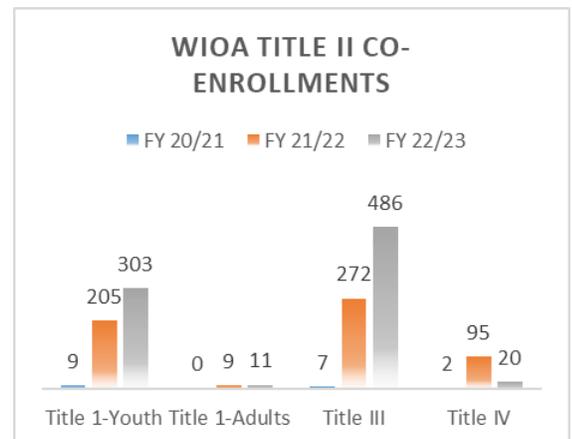
During the Federal Fiscal Year 2023, we served the following:

- POWER – Served approximately 1,040 individuals. This includes adults and children within POWER families.
- WIN – 30 participants
- DADs – 51 participants were served in pre-program and program activities.

Adult Education Partnership

Wyoming’s efforts to co-enroll qualified ‘youth’ is a sustainable model that is supported at the federal level by both the Departments of Labor and Education. In fact, the Department of Labor, in its July 2023 Newsletter, highlighted the ‘YouthBuild’ program, which gives at-risk youth ages 16-24 the opportunity to “transform their lives by earning a high school diploma or equivalency degree, learning to be community leaders, and preparing for college and other post-secondary training opportunities.” The efforts made by DWS and the Adult Education (AE) programs resemble the ‘YouthBuild’ program with one major difference: we do not currently include pre-apprenticeships in the programs of study we deliver to qualified participants, instead, we have focused on enrolling qualified participants into ‘Integrated Education and Training (IET) programs of study. This year marked the first year where nineteen (19) Title I: Youth were enrolled in IETs through a local AE center.

Increased collaboration between the Wyoming Workforce Centers and the State’s AE program saw co-enrollments rise for the second consecutive year. The further expansion of a joint youth program in FY 2023 was responsible for the 32% increase in youth co-enrollments for the State. Because this collaboration between the Title programs was so successful for youth, the State began planning ways in which this youth program could be replicated for adults. Additional plans were to develop and fully launch IET programs at various AE centers throughout the State. These planning processes identified two conceptual weaknesses, which were both addressed in FY 22/23. The first challenge was that many stakeholders throughout the State did not understand what IETs were and how they could help the State meet long-term strategic planning goals of having an educated citizenry. This challenge was met by multiple cross-training sessions and meetings where IETs were heavily promoted at local levels up to legislative levels in Wyoming state government. The second challenge identified was a lack of funding to support a fully integrated rollout of the new programs. This was successfully addressed by a joint request for American Rescue Plan Act (ARPA) funds as outlined in Senate File 66, footnote 2 of the 2022 Budget Session. In spring 2023, ARPA funds were awarded for both an Adult High School Equivalency Certificate program and an IET program. Subsequent to this, the State held a grant competition and has awarded funds to multiple providers throughout the State. These new programs launched July 1, 2023, and we expect to see another increase in WIOA co-enrollments.



Throughout FY 22/23, AE worked closely with DWS to expand collaboration between the core partners. This collaborative effort continued to see bi-weekly meetings between the State One-Stop Deputy Administrator and the State AE Director to plan expansion efforts. Quarterly ‘Meet & Greets’ between all DWS Workforce Center managers and local AE directors provided continued opportunities to cross-train and deliver information. Topics addressed in the fiscal year included: Understanding Literacy & the ‘Yes, WIOA Can’ project and how they relate to Title I-IV programs, ARPA grant rollout of information, existing areas of overlap in the Wyoming WIOA One-Stop House, and understanding how the results of a True Colors Test can help strengthen collaborative efforts. In addition to these quarterly statewide meetings, local meetings were held with AE providers and Workforce Center managers to discuss co-enrolled student activities, the financial aspects of the project, and any other areas of concern. These joint meetings helped to strengthen local projects and develop a deeper understanding of what each WIOA partner is able to do.

Continuing to work with local Next Generation Sector Partnerships (NextGen) also played a key role in developing integrated programming aimed at promoting/advancing regional economic efforts. In 2021, the State was notified that a new nuclear power plant would be built in the western part of the State. NextGen, for those areas, immediately identified training needs for that area of the state as those related to employment in that career pathways sector. AE programs in those areas were also involved in the creation of IETs and in addressing employer's requests for digital literacy and soft skills training. At present, students are currently being presented with training opportunities in these areas and are able to earn digital badges for the completion of digital literacy and soft skills.

Collaborative efforts between the core partners have also resulted in joint presentations to students entering an AE program of study. During the initial career service course, DWS and Department of Vocational Rehabilitation representatives are invited to speak to enrolled participants about the services that could be provided through these agencies. In addition, most AE providers in the State have identified a 'shared space' that DWS and DVR regularly utilize to meet with enrolled participants or to enroll new participants.

The successful efforts made by Wyoming's WIOA core partners have not gone unrecognized, as the National Association of State Workforce Agencies has highlighted the WY DWS/AE partnership as a promising practice for FY 22/23. In addition, March 2023 saw a joint presentation by the AE State Director and the One-Stop Deputy Administrator on the partnership to Workforce GPS. Finally, the One-Stop Deputy Administrator was presented with the Mountain Plains Adult Education Association's Lay Leader of the Year Award for FY 22/23.

The success of a program is not represented solely by individual awards/recognitions, but rather by individual participants' successes. The WIOA core partners fully recognized this and created a video montage of Title II student success stories, incorporating many Title I: Youth and Title III: Wagner Peyser students. This video can be viewed at: <https://www.youtube.com/watch?v=3WpIS4IDJcw>.

Division of Vocational Rehabilitation

The Wyoming Workforce Centers and DVR work together to provide comprehensive support to individuals with disabilities, addressing vocational rehabilitation needs and broader workforce development requirements.

The collaboration between WIOA and DVR begins with DWS leadership and is fostered throughout the state. The Workforce Center Managers and DVR Regional Manager meet frequently and encourage all staff members to work in tandem, which allows for a holistic approach to addressing the challenges faced by individuals with disabilities, combining vocational rehabilitation services, job training, and employment support to facilitate their successful transition into the workforce.

The collaborative meetings the workforce centers have with the DVR team help eliminate duplication of services and resources, ensuring that individuals with disabilities receive tailored support without redundancy or unnecessary overlap.

For example, the Laramie Workforce Center partnered with DVR to assist a class of students at Laramie High School who have various disabilities in preparing for their internship opportunities in a program called STEP (Student to Employment Program). Employment services specialists met with each student in the program one-on-one to practice interviewing skills and help them create resumes. All students completed various internships in the community, giving them vital on-the-job experience and preparing them for work after graduation. We will expand this program in the 2023-2024 school year and continue to assist students through this program.

General rehabilitation services are delivered through 16 field offices staffed by 28 VR counselors and 17 assistants. Area managers manage these offices in four service regions. Evaluation of rehabilitation needs, rehabilitation counseling and guidance, referral services, assistive technology, and job development are core services available to clients. In Prior Program Year (PPY) 2021, DVR served 4,358 Wyoming citizens with disabilities who received a variety of services, such as vocational rehabilitation evaluation and eligibility determination, medical treatment, counseling, training, and job placement. In addition, 431 persons were successfully rehabilitated by DVR in PPY 2021. Eighty percent (80%) of the individuals served were significantly disabled. Eighty-four percent (84%) of the individuals who were successfully rehabilitated (returned to work) were significantly disabled. The average hourly wage for those who returned to work was \$15.25.

During PPY 2022, DVR engaged in numerous collaborative efforts with other state agencies and the University of Wyoming to increase services to youth and students. A few highlights from PPY 2022 include the continued collaboration between WY DVR and the University of Wyoming's Innovation Workshop to build and sustain a statewide and united network of mini-makerspaces. The partnership not only supports the continued growth and accessibility of makerspaces for pre-employment transition services (Pre-ETS) but also supports community inclusion in each of the five makerspace locations throughout the state. The goal of these mini-makerspace extensions is to provide a greater diversity of participants with access to training using technologies found throughout an increasing number of science, technology, engineering, and mathematics (STEM) industries. Particular emphasis on training content developed for Pre-ETS students focuses on providing accessible learning and growth opportunities for youth ages 14-21 with physical and/or mental disabilities or encountering other roadblocks to employment. The Innovation Workshop brand and the unique content provided by this program provide significant opportunities to provide skill-based training, kinesthetic learning paths, broader community engagement, and continued relationship building with community partners and stakeholders.

DVR collaborated with Wyoming community colleges to provide summer camps to students and youth with disabilities. Additionally, DVR continued to work closely with the Department of Education to provide comprehensive services to students with disabilities. The goal for each agency is to provide transition outreach and education services, aiming to connect with all 48 individual school districts and disseminate information about DVR PreETS services to students, parents, and educators with vision or hearing disabilities. The agreement aims to increase the number of PreETS students participating and accessing services. DVR also engaged in a plethora of other transition workshops and activities across the state to provide diverse services and experiences to youth with disabilities.

DVR applied and was selected to participate in the Rural Youth Apprenticeship Development Project (RYAD). RYAD is a project of ExploreVR at the Institute for Community Inclusion UMASS Boston. The National Institute on Disability, Independent Living, and Rehabilitation Research funded this project. DVR worked collaboratively with the University of Wyoming's College of Engineering and Physical Science to build a comprehensive pre-apprenticeship program for transition-aged students with disabilities (Pre-ETS). This groundbreaking program allows for eligible pre-apprentice students to build workforce readiness skills, including professional development, socialization, and creative skills. From there, students transition into a student-identified industry focus to gain more skills in the field of their choice. The RYAD grant not only allowed DVR to offer a comprehensive pre-apprenticeship program for youth with disabilities, but it also allowed Wyoming to truly shine as a leader in pre-apprenticeship programs for rural youth with disabilities across the country.

The Telecommunications Relay Service (TRS), pursuant to Title IV of the Americans with Disabilities Act (ADA), is designed to provide universal telephone service for all Americans, including people who are deaf, hard of hearing, deaf-blind, and/or speech-impaired. Wyoming law provides authorization for TRS and an Equipment Distribution Program funded by a telephone line surcharge. Between July 1, 2022, and June 30, 2023 (PY 2022), Wyoming Relay processed 9,975 traditional relay calls, 4,524 captioned telephone calls, and two relay conference captioning events, which amounted to 14,478.73 session minutes of traditional relay service, 10,430.46 session minutes of captioned telephone service, and 2,430 session minutes of relay conference captioning.

The Federal Communications Commission has strict rules regarding users' confidentiality and call content. Therefore, data is collected on the number of unique phone numbers that call into Wyoming Relay each month. The area code (307) and the first three digits of the phone number allow us to see the communities in Wyoming (92 for PY 2022) and across the nation where the calls originate. For PY 22, there was an average of 251 unique telephone numbers used to place traditional relay calls each month and 12 unique telephone numbers used to identify captioned telephone calls each month.

The Wyoming Relay equipment distribution program served 68 individuals in PY 22. Of those individuals, 65 pieces of equipment were permanently distributed to 41 individuals. The total cost for the equipment distributed was \$28,945.00. Total expenditures for the Wyoming Relay program for PY 22 were \$519,062.08.

Independent Living

Wyoming is served by two Centers for Independent Living (CILs): 1) Wyoming Independent Living, Inc. (WIL) in Casper, Wyoming, and 2) Wyoming Services for Independent Living (WSIL) in Lander, Wyoming. These CIL programs provide services to persons with significant disabilities, including maintaining employment. Wyoming Services serve Western Wyoming for Independent Living (WSIL), and Eastern Wyoming is served by Wyoming Independent Living (WIL). The two CILs served 752 consumers from July 1, 2022, through June 30, 2023. The CILs also participated in 1,281 outreach activities during this period.

Independent Living for Older Individuals Who Are Blind - The Independent Living for Older Individuals Who Are Blind program provides services to individuals 55 years old or older and whose vision loss makes employment difficult but for whom independent living goals are feasible. Vocational Rehabilitation has an Interagency Agreement with the Wyoming Department of Education – VisionOutreach Services (WDE-VOS) for WDE-VOS to provide services. The program served 280 clients from July 1, 2022, through June 30, 2023.

The Business Enterprise Program

The Business Enterprise Program (BEP) serves those DVR clients interested or involved in self-employment. Self-employment includes various businesses, from home-based micro-enterprises to retail shops and other more significant ventures. BEP can provide technical and financial assistance, such as helping a client start a new business that may be home-based or acquire an existing one. Occasionally, assistance in modifying a business for its owner is necessary when needed to accommodate the client's disability. In PPY 2022, BEP served 59 clients and approved 16 new business start-ups.

During PPY 2022, DVR continued its collaboration with the Employment and Training Division, the Unemployment Division, the Business Training and Support Unit, the Workers' Compensation Division, and the Social Security Disability Determination Division. The administrators and managers of each unit would frequently meet with the VR Administrator and VR management team to develop and discuss training for staff and collaborative efforts to serve clients and community partners.

Most of the DVR offices are co-located with local Workforce Centers, allowing individuals to work with both programs easily. Both programs are thus committed to increasing collaboration to assist individuals. These efforts include 1) Cross-training and knowledge-sharing opportunities, 2) Exploring more co-enrollment, and 3) Joint meetings with clients when they are working with both divisions.

Department of Corrections

DWS continues to work closely with the Department of Corrections (DOC) on the Pathway Home 3 Grant. This grant opportunity provides justice-involved individuals and incarcerated adults with critical skill-building and supportive services prior to and after release so that they can successfully re-enter their communities and the labor force. The Pathway Home 3 Grant is job-driven and builds connections to local employers that will enable returning citizens to secure employment while advancing equity for individuals facing significant barriers to labor market reentry, including incarcerated women.

Through this grant, DWS and DOC will teach returning citizens foundational skills, such as job readiness, employability, digital literacy, and job search strategies, in addition to providing occupational training leading to industry-recognized credentials and providing access to employment and reducing the likelihood of recidivism. Both agencies will work in collaboration to serve 400 participants over the length of the grant, which is a three-year time period.

DWS was already providing services to ex-offenders through the Career Compass program; however, the Pathway Home 3 Grant will allow DWS to expand these services to all five correctional facilities. This grant will but is not limited to:

- Increase the collaboration with case management strategies between DWS and DOC to assist individuals in gaining self-sustaining employment.
- Increase technology and software programs to provide information (education, career services, career exploration, and training) to incarcerated individuals via a secured internet connection prior to their release.
- Streamline industry-needed training to participants prior to release.

- Provide a virtual job fair platform to be used with participants during the pre-release period.
- Increase employment opportunities for participants post-release in critical industry sectors facing increased demands, workforce gaps, or supply chain challenges.

DWS is committed to using the additional funding to support continued comprehensive services for justice-involved individuals pre- and post-release. DWS started enrolling participants in the Career Compass Program in March 2023. Through the end of June 2023, the program has enrolled 42 participants. DWS's partnership with DOC has been essential for receiving referrals. Prior to enrollment, DOC had already submitted approximately 100 referrals. This has been a great start to a program that has been and will be impactful for Wyoming.

DOC and DWS have been working and training together to build a cohesive transition for participants from prison back out to the streets. This has been accomplished by having cross-training, conjoining meetings, and sharing data to continue growing the partnership between the two agencies.

DWS has partnered with Premier Virtual to be able to offer job fairs virtually for the participants. Prior to this, DOC was only able to offer one resource fair per quarter. This allows DWS and DOC to offer more opportunities for participants to search for resources and available jobs before release.

DWS, through the grant, was able to purchase a pre-release program called Acceleron. This program offers over 175 hours of programming for corrections. Some of the topics the participants will learn are: career readiness, financial literacy, workplace skills, parenting skills, small business startup, family health, student financial aid, and coping skills, to prepare these participants for release. DOC has been able to easily incorporate this into all five correctional facilities and three adult community correctional facilities in Wyoming.

Through this grant, DWS and DOC are in the process of installing Wi-Fi at all five correctional facilities. This has required support from many different areas and continues to build the partnership between our agencies.

Job Corps

DWS Workforce Specialists work closely with Job Corps and provide referrals for those out-of-school youth who may be interested in the program. Job Corps collaborates efforts with the Business Outreach team to participate in job fairs and resource events. DWS staff also participate in the quarterly Wind River Job Corps Community Relations Council meetings, student graduations, and special events.

The Riverton Workforce Center provides the “Introduction to the Workforce Center Services” sessions to all new Job Corps participants at the Wind River Job Corps Center. This includes an introduction to the “basic career services” provided. Through the relationship with the Job Corps students, discussions are tailored to the Job Corps trades and occupational interests of each group to the local labor market open jobs report. Information on the basics of employability skills, including application completion tips and tricks, resume techniques, and interviewing practices are highlighted. The Workforce Specialists also provide information about the WIOA Title I Program, which has led to additional co-enrollments.

During the last year, the Riverton Workforce Center and the Wind River Job Corps Center have worked in collaboration to provide Job Corps students with additional training opportunities through MedCerts. Job Corps students were co-enrolled into the WIOA Title I Youth Program and completed a variety of medical training certifications, which strengthened their career pathway and employment opportunities.

Unemployment Insurance (UI)

During PY22, the Wyoming Workforce Centers and the Unemployment Insurance division collaborated on the roll-out of ID.me and the Reemployment Services and Eligibility Assessment (RESEA) grant. These two initiatives have strengthened the relationships between the two divisions and increased the services provided to Wyoming citizens.

ID.me is an online service that provides identity verification. It allows UI claimants to prove their identity online securely and easily. If a UI claimant was not able to complete the ID.me verification process independently, workforce center staff were trained on the ID.me verification process. The UI claimant would come to the local

workforce center and receive in-person assistance, which included helping individuals understand how the ID.me process reduces fraudulent claims and identity theft, along with assistance throughout the multi-step ID.me verification process.

Also, during PY22, DWS rolled out the Reemployment Services and Eligibility Assessment (RESEA) grant. The agency hired a RESEA Program Manager, identified the RESEA Workforce Specialists in all 18 workforce centers, and created and trained staff on the policies and procedures of the RESEA program. There was an emphasis on facilitating the RESEA participants' job search process, enhancing employability opportunities, and co-enrollments into other programs and services. With these individual services and support, the Wyoming RESEA program aims to reduce the duration of unemployment for participants and foster a successful transition back into the workforce.

Senior Community Services Employment Program (SCSEP)

During PY 2022, the Torrington and Wheatland Workforce Centers have hosted two AARP Foundation Senior Community Service Employment Program Trainees, one in each office. The purpose of SCSEP is to foster individual economic self-sufficiency and to assist in developing skills and experience to transition to unsubsidized employment. At this time, the workforce centers provide up to 18 hours of training per week at the federally subsidized wage of \$7.25. The training that has been provided to this point has been: proper phone etiquette, basic computer skills, general data entry, filing, paper shredding, and customer service skills. The workforce centers have enjoyed hosting the SCSEP participants, and we are exploring other locations to host SCSEP trainees.

DWS continues to meet with the Senior Community Services Employment Program (SCSEP) program staff to learn more about the program and to provide services to co-enrolled SCSEP participants.

A list of completed evaluations and related reports and links to where they were made accessible to the public electronically.

The Research and Planning Division of DWS provides:

- A monthly Trends publication available to the public at: <https://doe.state.wy.us/lmi/trends.htm>.
- 2023 Wyoming Workforce Annual Report: https://doe.state.wy.us/LMI/annual-report/2023/2023_Annual_Report.pdf.
- A series of Labor Market Information webinar videos: <https://doe.state.wy.us/lmi/presentations.htm>.
- Commuting patterns: <https://doe.state.wy.us/lmi/commute.htm>.
- Current employment statistics: <https://doe.state.wy.us/lmi/CES/TOC.HTM>.

State efforts to provide data, survey responses, and timely site visits for Federal evaluations.

All data, survey responses, and other information related to these projects are and will be available for Federal evaluations.

Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

The One-Stop System in Wyoming continued to seek innovative and cost-effective procedures and delivery of services throughout PY22. Wyoming utilized One-Stop Center certifications, National Association of State Workforce Agencies (NASWA) committee meetings, WorkforceGPS webinars, and discussions with other states when evaluating best practices. During PY22, DWS continues to be in the process of implementing the following:

- All 18 workforce centers are utilizing an electronic tracking system for walk-in traffic. The data collected is being reviewed and modified based on feedback received from clients and workforce center staff. The next phase will be to determine how to utilize the data to make informed decisions that will strengthen the services provided. Wyoming provided more training opportunities to all Workforce Center staff. These opportunities included:
 - An in-person conference for all workforce center staff.
 - Participating in the Workforce 180 Business Services Certification. This included topics on sales management, engaging employers, effective communication, and using social media.

- This training led to conversations about the role of the business representatives and the importance of being in the community.
- Participating in the Workforce 180 Case Management Certification series. The DWS team attended all three case management courses. The topics included: five frames of coaching, motivating the unmotivated, helping vs. empowering, case notes, emotional intelligence, and the WIOA connection.
 - Completing the TANF 14-module program on case management.
 - Attending The Coaching Habit internal training. This training enforced the process of behavioral change and how effective coaching can drive positive changes in others.
 - All Career Compass Program (re-entry staff) and Center Managers participated in the Workforce 180 Reentry Services Certification. This included topics such as de-mystifying and understanding the reentry client, engaging employers to be 2nd Chance Employers, boosting reentry job readiness skills.
 - DWS and the Wyoming Department of Corrections, were able to train on Motivational Interviewing and case management training which provided shared training amongst both agencies to the Career Compass Program team.
- Through completing the One-Stop certifications, more educational materials are shared with all staff on the WIOA programs and required partnerships.
 - The Disabled Veterans Outreach Program Team attended the annual NASWA conference virtually.
 - DWS continues to conduct program-specific meetings and all-staff virtual Meetings with all Wyoming workforce center staff. These meetings have provided the platform for general information sharing and cross-training opportunities.
 - The Wyoming Workforce Centers implemented an Employee of the Month program to help with staff retention. The recognition program is peer-based utilizing DWS core values. The department recognizes the importance of staff as a departmental strength and a major resource in achieving departmental objectives. The employee recognition program is intended to acknowledge the superior contribution and achievement of staff in meeting the department's mission and vision. It is also intended to promote and encourage a positive climate wherein staff members feel appreciated for their service and affirmed in their employment with DWS as a career of choice.
 - During this program year, DWS Center Managers and One-Stop Program Managers completed the Dare to Lead development program. This program was created by Brene Brown and was designed to help the DWS team cultivate courage-based leadership skills and create a culture of courage, trust, and resilience.

Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

1) The state's methodologies.

The Workforce Centers employ an online feedback system that collects data in real-time from all individuals and employers who receive services through Wyoming at Work.

2) The number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate.

A total of 204 individuals/employers completed a customer service satisfaction survey in the online job-matching system, Wyoming at Work. This number rose slightly from the 194 completed surveys at the time of the last report. DWS will review possibilities to make this survey more publicly visible to encourage more feedback from public users.

3) The results and whether the results are generalizable to the entire population of customers.

The Wyoming at Work online survey has an overall good result. However, improvement continues to be explored. The survey results indicated that 60.8% visited the site to perform a job search, and 30.9% visited for unemployment filing requirements, the remaining 8.3% visited for miscellaneous purposes. The surveys are geared toward both employers and job seekers. 41.2% of respondents agreed that the site was easy to navigate, and 38.7% of the survey respondents indicated their visit to the website was ‘Good’ on a scale of ‘Poor’ to ‘Excellent’.

4) A description of any continuous improvement processes for incorporating customer satisfaction feedback.

The One-Stop System in Wyoming has looked at many ways to implement continuous improvement throughout PY22. We researched and are in the process of implementing the following:

- Through completing the One-Stop certifications, more educational materials are shared with all staff on the WIOA programs and required partnerships.
- The One-Stop team is always working on continuous improvement strategies, finding the best methods to ensure that tasks are completed in the most efficient, effective, and productive ways.

Progress made in achieving the state’s strategic vision and goals, as described in the state’s Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

The following outlines the vision, mission, and goals outlined in Wyoming’s Unified State Plan:

Vision: Wyoming’s Workforce System fosters a vibrant Wyoming economy through collaborative industry-led partnerships that provide diverse and comprehensive services to job seekers and employers.

Mission: Develop a quality and diverse workforce to meet the needs of Wyoming employers.

Goal #1: Use an integrated approach to increase the effectiveness of the Workforce Development System.

Wyoming Department of Workforce Services is working to build cross-program knowledge for all Workforce Center staff. The use of cross-training has provided a strong foundation for increasing staff’s effectiveness in the delivery of services within the Workforce Development System. By having a better understanding of the programs and services available, DWS staff can ensure that there is a unified delivery of services for all populations across all Workforce Center locations. DWS continually works to ensure staff are educated and aware of Veteran services that are available and the specific Veteran staff who can best assist this population. Providing immediate connections to veteran-specific staff for assistance helps ensure an effective delivery of services.

Adult Education in collaboration with the Wyoming Workforce Centers has implemented numerous processes that are aimed at meeting this goal. These include quarterly ‘Meet & Greets’ to continue to develop a deeper understanding of what each core partner can do, individual meetings between Adult Education centers and local one-stop center staff, and joint programming for qualified Title 1-III participants.

Goal #2: Increase internal and external communication and outreach efforts.

The Department of Workforce Services has identified a need to strengthen our public outreach and communication. The public-facing website has been redesigned to provide a better platform for initial outreach and communication efforts. The redesign of the public website provides an up-to-date platform to publish various announcements and/or updates directly to the public. It also allows for a more seamless user experience, providing better references when searching for specific information or materials. The new website launched publicly on July 5, 2022, and the Strategic Operations team is continually refining and improving the content and organization of the site based on feedback from staff members and the public. DWS has launched a new and improved intranet site to strengthen internal communication, and the department is building up internal policy and procedure as well as utilizing technology solutions, such as virtual meetings and reporting forms, for bridging communication gaps.

Under the auspices of the Wyoming Community College Commission, the Adult Education program in Wyoming has also identified a need to strengthen public outreach and communication. This is currently being addressed by a redesign of our public website, which should be launched in fall 2023.

Goal #3: Provide customized support and resources to meet the diverse needs of Wyoming employers and job seekers.

Wyoming's Management Information System (MIS), currently Wyoming at Work, provides a customized resource for employers and job seekers to meet the needs of job posting, recruitment, skill evaluation, job searching, resume posting, skills training, and a variety of additional services. The MIS, coupled with workforce center staff, provides tailored support to the diverse job seekers and employers within Wyoming. Workforce Specialists are experts in available community services and provide outside referrals and recommendations for additional support and services whenever possible. DWS strives to provide customized support for individuals within the transitioning military personnel and Veteran population by ensuring that Workforce Specialists are up to date on the most relevant training and operating procedures. DWS is also looking to identify further community partnerships to provide veteran-specific services. Throughout much of PY22, DWS has been engaged in efforts to modernize the MIS with a new vendor. The launch of the new system is expected in December of 2023.

Upon request, Adult Education centers in Wyoming provide customized literacy training to employers throughout the State. These workplace literacy programs are taught at an employer's place of business and cover a wide variety of options; such as soft skills training, basic literacy skills, High School Equivalency, English as a Second Language, Integrated Education and Training (IET), digital and financial literacy, and health literacy. These same services are also available at each local AE center.

Goal #4: Develop and strengthen partnerships to leverage available resources.

DWS will work closely with local areas to strengthen existing working relationships and establish new relationships for greater utilization of resources. DWS is looking to strengthen its partnership with local employers to provide better employer service delivery and to foster increased employer participation. DWS routinely reviews its outreach delivery methods in an effort to develop additional community partnerships and increase the ability to provide referral or collaboration of services.

DWS has recently added a new grant writer position that will focus on collaborating with community partnerships. This position has encouraged agencies and organizations to reach out to us as a source of support for their grants. In addition, it has opened up the dialogue about the WIOA program, how it can be utilized, as well as what other partners have to offer us. Wyoming has enrolled in the Wyoming Grant Services Coalition and has joined community cohorts to discuss and problem-solve ongoing community issues.

The WIOA core partners fully participate in the Adult Education orientation process by presenting information to students about the resources available through each partner and through various community resources so that any barrier to successful employment/education can be addressed in the best way possible. These presentations are also supported through a state-level referral process.

Goal #5: Use the Career Pathways System to prepare the Wyoming workforce for career opportunities in all industries.

Wyoming workforce centers utilize Career OneStop tools for exploring personalized career pathways across all industries. This tool is routinely used in conjunction with O*Net occupational data to provide individuals with a broad view of an industry and adequately prepare individuals for pursuing opportunities within a specified industry. Direct access to these tools is available through the state's MIS, Wyoming at Work, as well as a variety of other Labor Market tools for exploring career pathways.

AE centers have fully integrated a career service course into local program offerings to help students identify career pathway tracks and identify ways in which they can meet individualized career goals. Students often work with a career navigator to identify a career, research that career, and develop a career plan.

Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), and work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Next Generation Sector Partnerships are partnerships of businesses from the same industry and in a shared labor market region who work with education, workforce development, economic development, and community organizations to address the workforce and other needs of the targeted industry. Community partners face increased pressure to engage the industry more deeply. Secondary and postsecondary educational institutions are called upon to engage with industry and align curriculum and programming in new innovative ways. Workforce boards are called upon to increase partnerships with the industry through sector partnerships. With these partnerships, economic development organizations are experiencing a renewed interest in talent and skills as keys to economic vitality.

Through the Next Generation Sector Partnership initiative, regional employers have identified talent as one of the greatest needs, and training programs have been developed in Wyoming to meet those needs. These include a dual enrollment program between K–12 and post-secondary education and developing and implementing new programs at Wyoming’s community colleges and in Wyoming’s Adult Education programs.

The Next Generation Sector Partnerships continue to work on a talent pipeline to establish opportunities for direct access to available employees and services in ways that better suit their needs. The pipeline will provide potential employees access to employers more efficiently. The focus is on reconvening these partnerships throughout Wyoming in the sectors identified below.

NEXTGEN SECTOR PARTNERSHIPS

10 PARTNERSHIPS ACROSS 8 WYOMING REGIONS
launched since 2018 - faster than any other state

Manufacturing

- ✓ New intro manufacturing LCCC class
- ✓ Plant tours for students and counselors
- ✓ City & Chamber outreach
- ✓ Business mentorships
- ✓ New best practices round table
- ✓ Local buy-supplier connections
- ✓ Community college partnerships on curriculum
- ✓ Manufacturing festival
- ✓ SW Wyoming marketing for potential employees

Construction & Trades

- ✓ Outreach to local students to build awareness of construction careers
- ✓ Internship Day
- ✓ Dual enrollment program in the skilled trades
- ✓ Plant tours
- ✓ Referral system for high school students
- ✓ Construction industry-specific job fair
- ✓ New construction technician program
- ✓ Bus tour of construction sites

Healthcare

- ✓ Healthcare camp for high school & middle school students
- ✓ Directory of local healthcare resources
- ✓ Unified health care assessment
- ✓ Healthcare career days

Hospitality and Tourism

- ✓ Hospitality jobs website

200+ business leaders across Wyoming have participated in industry sectors since 2018.

150+ public partners involved with the industry sector partnerships.

25+ industry-led initiatives spanning workforce, education, and economic development.

Wyoming WORKFORCE DEVELOPMENT COUNCIL

NEXT GENERATION SECTOR PARTNERSHIPS

WORKFORCE Wyoming SERVICES

#WyoWDC **coming soon!** **wyowdc.wyo.gov**

One of Wyoming’s Next Generation Sector Partnerships is the two-county High Altitude Manufacturing Partnership (HAMP) which continues to meet regularly and work closely with Laramie County Community College (LCCC) and local schools to promote manufacturing careers and educate more students in manufacturing fields.

They had 275 people attend the grand opening of the Advanced Manufacturing and Materials Center (AMMC) at LCCC, an effort informed and supported by HAMP, followed by a third printing camp and a family night, attended by 51 people. The first class started with 11 students, with the idea to keep the class small for now to ensure the curriculum is on target and the equipment is functioning well. The AMMC facility is broken down into three functions: educational/student, community (concept forge area of AMMC), and industry (customized training for employers).

At present, the Partnership is planning a block party at the Advanced Manufacturing and Materials Center at LCCC on Oct. 6, 2023 to celebrate Manufacturing Day with the community. The Partnership is collaborating to hire interns from the Center's program. The Partnership is also looking into the potential of a pre-hire grant to help fund tuition.

The Laramie County Construction Sector is working with Laramie County School District (LCSD) #1 to develop a focus group consisting of high school students ranging from top of the class to barely passing. The intent is to have members from the construction industry sit around the perimeter of the room and let the students discuss their priorities, their motivations, and their de-motivations, to hopefully educate the industry on the new generation and how to get the most out of the new workforce.

Additionally, they are developing a Wyoming Young Contractors Coalition group in Albany County as well as Natrona County. The intent is for these groups to establish themselves in preparation for launching NextGen construction sector groups in those communities.

In Laramie County, they have also met with the welding programs from three high schools to help them build a more usable curriculum that will transfer better into industry. In the past, they have had a focus on flat-plate welding where they will now begin introducing more pipe welding. To help in these efforts, the Construction Sector donated pipe to Central High, East High, and South High and offered professional expertise to help with the new pipe welding exploration.

Lastly, the Laramie County Construction Partnership delivered 700 pairs of safety glasses to LCSD #1 to help with their Personal Protective Equipment needs with the increase in participation in their Career and Technical Education classes in Laramie County (300 pairs donated by AGC of Wyoming, 400 pairs donated by Wyoming Young Contractors Coalition).

The NextGen Southwest Wyoming Manufacturing Partnership (SWMP) meets regularly, getting results in terms of building awareness of careers among local high school students as well as expanding manufacturing programs at Western Wyoming Community College. One of the SWMP's most significant achievements is the creation of the Powerline Pre-Apprentice Program, which provides hands-on training for powerline skills. The program is a collaboration between the SWMP and Western Wyoming Community College (WWCC), with funding from the Wyoming Workforce Development Council. The program has been instrumental in providing the manufacturing industry with skilled workers who are job-ready and able to meet the industry's needs.

In addition to the Powerline Program, SWMP has created initiatives that focus on education and workforce development at all levels. The partnership supported a Manufacturing Day event for high school students, where they can learn about the industries in southwest Wyoming and participate in hands-on activities. The SWMP has also worked with WWCC to create a pathway for students to earn an associate degree in operational technology, with courses that align with the skills needed by regional manufacturers. SWMP has also worked with local economic development agencies to promote the manufacturing industry and attract businesses to the region.

DWS Apprenticeship State Expansion

In 2019, The Department of Workforce Services was awarded the Apprenticeship State Expansion (ASE) grant through the Department of Labor (DOL) for \$641,075.32 for a three-year performance period. This federal grant focused on expanding the number of Registered Apprenticeship Programs (RAPs) in Wyoming. It provided a one-time reimbursement to employers to offset costs related to on-the-job learning for each registered apprentice who started after July 1, 2019.

In the three-year performance period that ended June 30, 2022, the ASE team served 131 apprentices and supported 19 registered apprenticeship programs within three industries across the state of Wyoming.

DWS applied for and received a \$283,754.00 State Apprenticeship Expansion Grant from the U.S. Department of Labor in late Summer of 2023. The grant is being used in DWS' Business Training and Support Unit (BTSU) to expand and build capacity for registered apprenticeship program opportunities throughout Wyoming. DWS continues to provide technical and financial support to businesses seeking to develop an apprenticeship program. Coupled with Wyoming's existing apprenticeship training funds, these funds allow workers to earn progressive pay while also learning valuable skills through supplemental education.

In addition, BTSU received pre-apprenticeship program funds provided by the American Rescue Plan Act. The purpose of this grant is to develop a pre-apprenticeship program focusing on career pathways for in-school youth (16-24 years old) whose household is below the 300% federal poverty guideline, or who have experienced unemployment/underemployment as a result of the pandemic. This funding will support youth with the completion of a pre-apprenticeship program and provide necessary supportive services. This program will roll out an extensive marketing campaign including a Hub that will serve as an apprenticeship website for the state of Wyoming.

Wyoming seeks career pathways that connect youth in more innovative ways by integrating the technologies that youth are more apt to use in the Career Pathways System, thereby strengthening their ability to be career and college-ready. Wyoming is also developing more apprenticeship opportunities by launching apprenticeships in non-traditional occupations, and in at least one of Wyoming's correctional facilities.

Wyoming also hosts an annual Safety and Workforce Summit to provide education and networking opportunities for employers that allow employers to directly access economic development, workforce, workforce training programs, and educators.

The Wyoming Innovations Foundation, the privately funded nonprofit entity developed by the Wyoming Workforce Development Council in 2012, continues to assist participants with funding when Federal funding is unavailable to support Wyoming's workforce needs.

If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.

We have not received an allotment exception for the out-of-school youth expenditure requirement.

The state's performance accountability system, including:

In PY 2022, Wyoming was successful, reaching at least 90% of the negotiated goal on all PY 2021 primary indicators of performance except Median Earnings for Adults which was 76.9% of the negotiated goal.



Any specific state performance measures or goals and progress towards meeting them.

Wyoming has not established state-specific performance measures or goals for WIOA Adult, WIOA Dislocated Worker, WIOA Youth, AE, or Wagner-Peyser Programs.

Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.

Wyoming’s deficiency was only in one indicator which was Median Earnings for Adults which was 76.9% of the negotiated goal. This decrease in wages could be a lingering carry-over from COVID-19. This should even out as the impact of the pandemic continues to normalize. Also, due to the changes in the energy industry, the Wyoming Department of Workforce Services Research and Planning stated in the 2020 and 2021 annual reports the wages in the NAICS sector 21, mining, including oil and gas, have declined in the past two years. The total wages in Wyoming in millions of dollars for this sector were \$1,933.9 in 2019, \$1,483 in 2020, and \$1,384.5 in 2021. This is a 28.5% reduction in overall wages for this sector in two years.

Program Year 2022 Performance Indicator Attainment

Program	Rate	Emp. Q2 after Exit	Emp. Q4 After Exit	Median Earnings	Credential Rate	Measurable Skill Gains
Adult	Neg. Rate	75.6%	70%	\$5900	67%	72.2%
Adult	Actual Rate	78.2%	73.9%	\$5,306	64.2%	78.4%
Adult	% of Goal	97.8%	97.9%	76.9%	107.0%	102.3%
Dislocated Worker	Neg. Rate	82.1%	79.1%	\$9,700	74.5%	80%
Dislocated Worker	Actual Rate	82.9%	78.8%	\$11,200	75.4%	77.6%
Dislocated Worker	% of Goal	98.6%	101.0%	150.3%	132.3%	99.4%
Youth	Neg. Rate	70.3%	67%	\$3,300	54.5%	67.5%
Youth	Actual Rate	73.9%	76.1%	\$3,643	63.3%	71.9%
Youth	% of Goal	113.5%	108.7%	129.1%	123.0%	102.2%
Wagner-Peyser	Neg. Rate	63.6%	63.5%	\$5,500	N/A	N/A
Wagner-Peyser	Actual Rate	60.2%	62.6%	\$5,662	N/A	N/A
Wagner-Peyser	% of Goal	93.4%	92.4%	107.8%	N/A	N/A
Adult Education	Neg. Rate	45%	43.5%	\$3,500	58.50%	59%
Adult Education	Actual Rate	61.42% %	64.98% %	\$3924.28 .00	71.77% 6%	63.43% %
Adult Education	% of Goal	136% %	149% %	112% %	122.68%%	107.5% %

Vocational Rehabilitation	Neg. Rate	N/A	N/A	N/A	N/A	35%
Vocational Rehabilitation	Actual Rate	N/A	N/A	\$4677	26.4%	48.9%
Vocational Rehabilitation	% of Goal	52.6%	48.7%	N/A	N/A	N/A

The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.

A common exit occurs when a participant who is enrolled in multiple DOL-administered partner programs has not received qualifying participant-level services from any DOL-administered program listed below for at least 90 consecutive calendar days, and no future services are planned (except self-service, information-only activities, or follow-up services).

A participant is only exited when all the criteria for exit are met for the WIOA Titles I and III Core and Trade programs. The WIOA Title I and Title III core programs and the Trade Act are

1. WIOA Title I Adult Program;
2. WIOA Title I Dislocated Worker Program;
3. WIOA Title I Youth Program;
4. Wagner-Peyser Act Employment Service Program; and
5. Trade Adjustment Act (TAA).

Negotiated performance levels for local areas for titles I and III core programs.

Wyoming is a single-area state and, as a result, does not have local areas. Below are the negotiated performance levels for Wyoming.

Employment Second Quarter After Exit

Program	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Adult	75.2	75.6
Dislocated Worker	79.4	81.6
Youth	78.2	70.3
Wagner-Peyser	61.9	63.6

Employment Fourth Quarter After Exit

Program	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Adult	68.8	67.1
Dislocated Worker	79.0	78.9
Youth	73.5	62.8
Wagner-Peyser	61.0	58.3

Median Earnings Second Quarter After Exit

Program	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Adult	\$5137	\$7124
Dislocated Worker	\$10,400	\$10.108
Youth	\$3739	\$3225
Wagner-Peyser	\$5944	\$5742

Credential Attainment Rate

Program	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Adult	63.2	72.9
Dislocated Worker	81.8	69.5
Youth	56.1	53.4
Wagner-Peyser	N/A	N/A

Measurable Skill Gains

Program	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Adult	61.7	72.2
Dislocated Worker	74.6	82.2
Youth	55	65.2
Wagner-Peyser	N/A	N/A

Effectiveness in Serving Employers

Measure	PY 2021 Negotiated Level	PY 2022 Negotiated Level
Employer Penetration	Baseline	Baseline
Retention with the same Employer 2nd & 4th quarter after exit	Baseline	Baseline

The state’s approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

For Titles, I and III (WIOA Adult, DW, Youth, WP), annually or upon special request, reporting and monitoring staff generate a statistical sampling of participant files in the Adult, Youth, Dislocated Worker, and Wagner Peyser programs using the Participant Individual Record Layout (PIRL) Data Sampling Tool available in Wyoming at Work Administration Module. This tool employs random statistical sampling methods to generate a list of files to be validated. The table below describes the sampling rate:

Sampling Rates

Program	Sample Size
Adult	20%
Youth	20%
Dislocated Worker	20%
Wagner-Peyser	5% sample; 25 random files within the 5% sample pool

Participant sampling is selected statewide from participants within the prescribed program year. Analytics of the validation results are used to improve data accuracy and performance results.

Wyoming's AE programs use a multi-tiered approach to data validity. Written protocols for data validation follow Office of Career, Technical, and Adult Education guidance and contain a description of the processes for identifying and correcting errors of missing data. Monthly, quarterly, and end-of-year provider reports and state monitoring reports are geared toward ensuring data validity.

Activities provided by state funds:

Activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance. Rapid Response activities and layoff aversion, which may include: Data on the number of companies served and the number of individuals served.

The Wyoming Workforce Development Council invested portions of the Governor's 15% allotment into the workforce system through several projects brought to the council's attention. Some of these projects included workforce center staff training, non-cloth office chairs for clients to sit in, grants to sector partnerships, a grant to a youth organization to reach out to a large number of youth regarding career pathways and WIOA in the state, and a large investment into Wyoming's new MIS.

Wyoming takes a unique approach by treating all layoffs, regardless of size, as a Rapid Response since Wyoming has few qualifying events. With this strategy, Wyoming's Rapid Response Team contacted 15 employers during PY22 affected by closures or layoffs, and approximately 560 affected employees have been reached across these layoffs and/or closure situations. Rapid Response packets containing information for affected employees were available in hard copy and digital format. Wyoming continues to include community resources such as 211 and EnrollWyo to provide as many wrap-around services for affected workers as possible.

This year, DWS continued to strengthen its rapid response by working to connect to more community partners to participate in these efforts with the inclusion of AE, UI, 211 services, and Enroll Wyoming in Wyoming's Rapid Response efforts. DWS has completed a review and reorganization of procedures to ensure rapid responses will have a consistent approach and provision of services across the state. This reorganization also includes collecting additional data from these events to help DWS continually improve our processes.

Discuss strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and Dislocated Worker programs.

Staff within the Workforce Centers continue to receive training opportunities and access to resources and tools during outreach for Rapid Response services, including layoff aversion strategies. Rapid Response resources are provided digitally and in hard copy to ensure recipients have access to needed information. DWS is reviewing additional strategies to increase communication and collaboration with Dislocated Worker case managers to serve rapid response recipients with available services better. DWS has identified conducting a one-month follow-up to affected workers after rapid response events. The goal of bolstering information and services available to this customer group leads to additional program enrollment; DWS is outlining strategies to implement this. Each Rapid Response event is reviewed for possible Trade Adjustment Assistance for co-enrollment when applicable.

Discuss layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state concerning layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.

The Rapid Response program served employers and affected employees where announced business closures and layoffs occurred, and aversion efforts were unsuccessful. The local Workforce Centers conducted Rapid Responses in coordination with the UI Division, DVR, AE, 211 Services, Enroll Wyoming, and community resources to assist affected employees as requested by employers. UI has implemented the Short-Time Compensation (STC) program, which has been incorporated into Rapid Response materials and layoff aversion materials. Since the program's inception, ten employers have participated, resulting in 83 employees receiving STC benefits. Wyoming does not experience many formal Worker Adjustment and Retraining Notifications (WARN) since it offers Rapid Response services to all employers experiencing layoffs.

Discussion of how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts, which may include a discussion of any systems, tools, networks, or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools. The One-Stop operator and the Workforce Center managers work directly with the Unemployment Insurance (UI) Office. DWS incorporates Short-Time Compensation (STC) into the portfolio of Rapid Response services. The Rapid Response team will follow up with employers at risk of layoffs with information about STC during the initial contact/meeting with the business as an alternative to implementing layoffs. Outreach for the STC program will include secondary or tertiary employers that may be impacted. The Rapid Response team will ensure business services toolkits have information on the STC program. A statewide toolkit has been developed for use by all Workforce Centers throughout the state.

DWS has been awarded ARPA funds, and these will greatly help this project move forward. DWS was also awarded additional ARPA funds for Upskilling Wyoming and an Adult Education Co-enrollment grant.

Upskilling Wyoming:

These funds will serve Wyoming citizens to develop new competencies and learn new skills to improve their current roles or to maintain employment. The program provides upskilling opportunities, a longer-term investment for individuals in augmenting the knowledge and skills that help employees advance their careers or maintain careers with self-sufficient wages. The program will serve those impacted by the COVID-19 pandemic or low-income individuals (household income of less than 300% of the federal poverty guidelines) or are unemployed.

Adult Education Co-enrollment (25 years of age and older):

This ARPA grant was written by Adult Education (College Commission); however, there are co-enrollment pieces that will impact DWS. The purpose is to strengthen the co-enrollments with AE, WP, and WIOA for the Adult population. AE will receive funding to provide more services to the adults (i.e., completion incentives paid through AE). This grant does require the AE adults to be co-enrolled in at least WP Title III; however, it strongly encourages co-enrollment with WIOA Title I. There are additional funds available to participants to cover support services that are not covered in other federal programs.

During PY22, DWS has received the funding, and we have created policies and procedures for the ARPA Upskilling Wyoming program and the Adult Education Co-enrollment grants. The ARPA programs will not enroll any participants until PY23.

Discussion of specific types of services or workshops provided to both companies and affected workers.

Wyoming implements Rapid Response presentation events and job fairs, both in-person and virtual, as the main modality for providing information and services to affected companies and workers. Rapid Response activities are carried out by the American Job Centers, as designated by the State of Wyoming, and in conjunction with UI, statewide resources, and local area resources. Presentations can be customized to fit the needs of the affected workers and that specific region, which includes looking for transitional career opportunities or interest in retraining. UI staff readily attend Rapid Response activities to answer questions and provide more specific help on signing up for UI benefits. The American Job Centers encounter some hesitation from employers on providing information sessions on-site so that innovative sessions can be offered through community sites or virtually.

Activities provided under the Wagner-Peyser Act Employment Service section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).

Wyoming's population has slightly increased, but the state still has more job opportunities and economic growth than the population to fill those needs. The Wyoming Grown program is one of those initiatives utilized to reach out to potential employees. It is vital in promoting Wyoming's opportunities to the new mobile workforce. With its open spaces and abundant outdoor recreation opportunities, Wyoming provides the perfect backdrop to capitalize on this national trend.

The Wyoming Grown Program connects individuals who desire to return to Wyoming with high-paying, in-demand career opportunities. It recruits skilled professionals back to their home state, seeking individuals who have left Wyoming but who are considering relocating to the State. The Wyoming Grown Program partners with DWS's statewide network of Workforce Specialists to work hand-in-hand with participants to connect them with employment opportunities and businesses throughout Wyoming.

The Wyoming Grown Program worked closely with the Wyoming Business Council and the Wyoming Office of Tourism to develop and deploy a recruitment strategy and marketing campaign to target the millions of Americans who seek life and work outside of urban areas. Wyoming Grown continues to work closely with these partners to identify ways to grow and promote program outreach.

Another unique program for Wyoming is the Workforce Development Training Fund (WDTF), a grant program created to assist businesses with funding needs for professional development opportunities to increase employee skill attainment. Grant options include Business Training Grants, Pre-Hire Economic Development Grants, Pre-Obligation Grants, Internship Grants, and Apprenticeship Grants.

Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

In PY 2022, DWS was awarded the Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Grant (DWG).

Wyoming's QUEST grant focuses on industries that align with our Next Generation Sector Partnerships. The Next Generation Sector Partnership is an initiative that the Wyoming Workforce Development Council has worked for over 15 years to foster the growth of these partnerships by bringing together public and private sector industry partners to support the growing industries throughout Wyoming. These sectors are Healthcare, Hospitality and Tourism, Manufacturing, Transportation, Construction and Trades, and Technology. Through this grant opportunity, DWS will utilize these funds to identify individuals who have been temporarily or permanently laid off as a consequence of the COVID-19 pandemic disaster, long-term unemployed individuals, dislocated workers, and self-employed individuals who became unemployed or significantly underemployed due to the COVID-19 pandemic disaster. DWS proposes to serve at least 25 participants with training resources and will utilize these funds to maximize resources and co-enroll participants as applicable.

Any technical assistance needs of the state workforce system.

During PY 2022, DWS has utilized its Federal Project Officer for guidance and will continue to use these resources as needed. If any additional technical assistance arises, DWS will request further assistance.

Promising practices, lessons learned, and success stories focusing on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.

Lessons Learned

Wyoming Department of Workforce Services (DWS) continues to utilize a virtual platform to customize services to those most in need and focus outreach efforts to individuals in rural areas to receive employment services.

DWS continues to offer a hybrid working model that allows staff to split their time working in the workforce and a home office. This approach has proven helpful in retaining employees, as the agency places significant importance on work-life balance and has increased the flexibility for staff.

Success Stories - All names used in this section are pseudonyms.

Rural Outreach Success - (map of the Workforce Centers)

During PY22, the Wyoming Workforce Centers focused on outreach to rural communities throughout the state. Here are some examples of the innovative outreach efforts:

- The Worland, Powell, Lovell, and Basin areas put DWS information (career fair flyers and program information in pizza boxes and grocery bags at the local grocery stores,
- DWS staff appeared on local radio station shows. This has been done in many areas, including The Big Horn Basin Radio Network, KWOR in Worland, Wyoming, and the Fremont Broadcasting station in Fremont County. DWS staff would promote activities the agency was involved in within the communities, hot jobs, and other DWS programs and services.
- DWS staff are connecting with local libraries, adult education offices, and town halls to schedule “office hours” in counties where workforce centers are not located. The staff members provide Wagner-Peyser services to job seekers and employers, as well as share information on WIOA Title I programs.
- DWS staff regularly participate in the local community parades and county fairs. This includes setting up booths or promoting DWS with an agency float.

Title III. Wagner Peyser Program - Employer Services

Rock Springs Workforce Center:

The Rock Springs Workforce Center hosted a “Tips for Older Job Seekers” Informational Session at the beginning of the summer. They invited Human Resource professionals to help older job seekers navigate topics such as combating ageism, age-proofing your resume, and finding job seeker resources. The workforce center included a variety of expertise, including a retired Human Resources (HR) professional from the local mine, a statewide Human Resources professional from the Wyoming Department of Transportation (WYDOT), and a representative from AARP’s employment program.

There were 17 “older workers” that attended the event. The HR professionals were able to give guidance and provided several handouts for future reference. The job seekers stated they appreciated the event as they were seen and given a space to share their experience and to ask questions with no judgment. All “older workers” were allowed to attend a specific resume/job strategy session with DWS. This event was also a small job fair, as WYDOT shared their open positions.

Cheyenne Workforce Center:

The Cheyenne Workforce Center offers a “Work Wednesday” monthly career fair. These career fairs have been averaging 14 businesses per month, with an average of 35 job seekers. The events have grown over the past two years and provide a platform for job seekers to network with multiple employers in one location. These are in-person events, and often, hiring managers report offering immediate interviews, which is a cost-efficient recruitment tool for employers.

The Cheyenne Workforce Center also participates in two large job fairs (spring and fall) each year. This program year, there were 55 businesses and over 200 job seekers per fair. Lastly, the Cheyenne Workforce is involved with a Colorado/Wyoming joint career fair. This is a virtual and in-person event with an average of over 200 businesses and over 400 job seekers. This is the first program year we have had both in-person and virtual offerings simultaneously.

Title III. WP Participant - RESEA

Brian was a RESEA referral. He had worked for over 20 years as a seasonal worker at Western Sugar when he attended his first RESEA appointment. At Brian’s first appointment, he indicated that he did not know what type of services he could receive at the workforce center, and he expressed being tired of having a seasonal job and wanted assistance finding permanent employment.

Brian began to receive the following services:

- Assessment of Skills and Employment Needs - The RESEA Workforce Specialist reviewed Brian’s skills, employment history, and job preferences.

- Job Search Assistance - Brian received assistance with his W@W registration, professional resume, and completion of application to complete his required UI job search requirements.
- Career Counseling - Together, Brian and his Workforce Specialist created his employment goal and developed a plan to achieve it.

Brian was most focused on obtaining year-round employment as a laborer. He was able to achieve this goal. Brian indicated that the RESEA appointments helped him gain confidence, which helped him to apply for a position he never felt he would meet the qualifications for.

Brian obtained a full-time position at TDS. This is a permanent, year-round position. With the assistance of the RESEA program, Brian only received eight weeks of Unemployment Insurance benefits.

Title I, WIOA Programs

WIOA ADULT Participant and DADS (TANF) Program Co-enrollment

In July 2022, Geoffrey was a 32-year-old single custodial father of four children who was unemployed and experiencing multiple barriers to employment. He was referred to the DADs Making a Difference program by the POWER TANF Work Program Case Manager and was selected to begin the program in August 2022.

During his enrollment with the DADS program, Geoffrey received various services, including parenting classes, healthy relationships, financial literacy, goal setting, resource development, OSHA 30 and First Aid/CPR certification, and more. He also received counseling services through the DADs Program Counselor, as well as participated in several community service activities. Along with lifeskills training, Geoffrey attended truck driver training through Sage Technical Services.

At this time, he was also co-enrolled in the WIOA Adult program to receive additional employment and support services. He was later referred to Vocational Rehabilitation for specialized services for reemployment assistance. Geoffrey completed all programs and graduated from the DADs program with his Class A Commercial Driver's License in October 2022. Geoffrey was offered a job with the City of Cheyenne as a Field Technician beginning January 2023 and remains happily employed as of this date.

WIOA ADULT Participant, WP Participant, and DVR co-enrollment

DVR was working with Bobbi, an older (60-year-old), justice-involved individual when they made the referral to the WIOA Program. The workforce center staff attended a joint meeting with the DVR Counselor and Bobbi. Bobbi was the sole provider for her family and was receiving Social Security Disability Insurance benefits, but she believed she could return to work and obtain new skills. Bobbi was enrolled in the WIOA Adult program. Through the comprehensive assessment, DVR and the workforce center staff created a shared individual service plan. The plan identified a holistic approach to services where both programs braided funds to assist Bobbi.

Bobbi started college at Eastern Wyoming Community College as she only needed a few remaining classes to complete her AAS degree in Business Administration. Both programs (DVR and WIOA) assisted with this activity. DVR covered some additional barriers identified, and WIOA covered parts of Bobbi's post-secondary expenses. Bobbi also began to receive basic career services, including work readiness opportunities (resume writing tips & tricks, interviewing techniques, and a mock interview), job searching, counseling and guidance, and support services. Bobbi is enrolled in her last semester and continues to do well with the support of DVR and the WIOA Adult program.

WIOA Adult Participant, WP Participant, and JVSJ Program Participant Co-enrollment

Eric was a homeless veteran recently released from the county jail. He had been incarcerated for the past 18 months. Eric served in the Air Force for over a decade, from 1977-1988, before being honorably discharged and transitioning into a civilian career as a CDL driver.

During his period of incarceration, Eric lost all personal documentation, including his phone, social security card, driver's license, and birth certificate. With the aid of the WIOA program, DWS was able to obtain certified copies of these documents and helped Eric to reinstate his CDL with the State of Wyoming successfully. Through a needs assessment, Eric and his Workforce Specialist were able to identify other services he needed to be able to obtain and maintain employment. Some of these services included but were not limited to, an eye exam, purchasing glasses, assisting Eric with the fees for his DOT physical, minutes on his cell phone, bus passes, and interview clothing. Additionally, Eric's Disabled Veteran Outreach Program

Workforce Specialist helped him achieve stable housing and employability resources (professional resume and mock interviews.) Eric is now interviewing with trucking companies and is on his way to attaining self-sufficiency in the CDL industry.

WIOA DW Participant, WP Participant & Rapid Response

DWS conducted a Rapid Response for Holly Frontier in Sinclair, Wyoming. Following the rapid response, three individuals were enrolled in the Dislocated Worker WIOA program. All three laid-off workers already had a CDL Class B license and had been utilizing it with their positions at HFSinclair for many years. The individuals wanted to obtain their CDL Class A licenses to obtain better-paying jobs, as there are not many CDL Class B positions in the Rawlins area that pay a sustainable wage.

All three individuals completed the Commercial Driver's training and obtained their CDL Class A licenses. All three were immediately employed as drivers at various local companies. One individual returned to HFSinclair, one participant is at Evergreen North American Trucking, and the last started his own local trucking business, and his business continues to be successful. All were hired at wages comparable to the wages they had earned at HFSinclair before the layoff, and all three have successfully maintained their employment.

WIOA Out-of-School Youth Participant and WP Participant Co-enrollment

Andy was referred to the Torrington Workforce Center by the Wyoming Cowboy Challenge Academy. He was a high school dropout with Test of Adult Basic Education (TABE) scores that fell in the basic skills deficient range. Andy indicated he had some mental health diagnoses that also impacted his day-to-day activities.

Andy wanted to get his High School Equivalency Test (HiSET) and had the goal of working in the medical field. Andy spent many months working on his HiSET. He faithfully attended the classes through the Adult Education Center, received one-on-one tutoring, and eventually passed all five section tests in 2022. However, he was three points short of earning the credential due to his overall test scores. Andy remained working on his HiSET; however, he also explored the medical career pathway and obtained a survival job to strengthen his soft skills.

Andy received the following 14 program elements:

- Tutoring;
- Work experience opportunities, dress for success classes, resume writing techniques, mock interviews, and job shadowing;
- Financial Literacy;
- Occupational Training;
- Labor Market Information; and
- Support Services.

Andy retook his HiSET and earned his HiSEC in 2023 and immediately enrolled in the Certified Nursing Assistant (CNA) classes at Eastern Wyoming Community (EWC) College. Andy recently earned his CNA license and gained employment at a local nursing home in Torrington, Wyoming. Andy remains focused on continuing his education.

He is now exploring the Eastern Wyoming Community College Registered Nurse Program and remains working with his WIOA Workforce Specialist.

Any challenges the state workforce system faces, which may include policy, implementation, or another relevant challenge.

Eligible Training Provider reporting requirements continue to be a work in progress for the State of Wyoming and its training providers. The reporting requirements impact the number and types of programs that request inclusion on Wyoming's Eligible Training Provider List (ETPL), impacting customer choice. Wyoming's rural nature and size cause natural challenges to have ETPs accessible throughout the state, and the stringent reporting requirements continue to challenge DWS' ability to provide sufficient consumer choice. The WIOA program manager continues to conduct outreach efforts to Wyoming's ETPL providers to explain the importance of reporting.

Adequate funding remains a challenge for the State of Wyoming on an ongoing basis. Due to the rural, spread-out nature of the state, it is a challenge to provide services in each community because of insufficient funding. Rising costs and inflation add to the concerns about DWS's ability to continue to provide and maintain one-stop centers in each community. Specifically, among

other increased expenses, DWS has experienced significant challenges due to rising lease rates for rented spaces for one-stop centers around the state.

Similarly to other employers, DWS has experienced higher turnover within the workforce centers. This can have a negative impact on all programs delivered. Often, there is a loss of valuable institutional knowledge and expertise. The DWS Center Manager and other staff are not as effective programmatically as they are conducting continuous retraining and onboarding of new staff members. The frequent turnover can create a sense of instability and low morale, affecting motivation and commitment to our mission. Overall, the increased recruitment costs strain the DWS budgets to a state that is already minimally funded.

DWS is attempting to implement strategies that address employee retention, professional development, and job satisfaction. However, high turnover rates remain a challenge.

Any strategies/policies relating to Pay-for-Performance contracting may include examples.

N/A