

QUICK VIEW SUMMARY

WIOA Annual Statewide Performance Report Narrative

National Summary and Highlights for Program Year 2024

Titles I and III | Program Year 2024



UNITED STATES DEPARTMENT OF LABOR Employment and Training Administration



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Glossary of Terms

Acronym	Full Term
AJC	American Job Center
CFR	Code of Federal Regulation
CTE	Career and Technical Education
DWD	Department of Workforce Development
DWG	Dislocated Worker Grant
ETA	Employment and Training Administration
ETPL	Eligible Training Provider List
FAFSA	Free Application for Federal Student Aid
ISY	In-school youth
ITA	Individual Training Account
JVSG	Jobs for Veterans State Grants
LVER	Local Veterans' Employment Representative
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
LWIB	Local Workforce Innovation Board
JVSG	Jobs for Veterans State Grants
OEO	Office of Economic Opportunity
OJT	On-the-job training
OSY	Out-of-school youth
RESEA	Reemployment Services and Eligibility Assessment
SNAP	Supplemental Nutrition Assistance Program

STEM	Science, Technology, Engineering, and Mathematics
TAA	Trade Adjustment Assistance
TANF	Temporary Assistance for Needy Families
TEGL	Training and Employment Guidance Letter
UI	Unemployment Insurance
WIB	Workforce Investment Board
WIOA	Workforce Innovation and Opportunity Act
WIPS	Workforce Integrated Performance System

Overview

The Workforce Innovation and Opportunity Act (WIOA) requires states to prepare and submit annual reports describing the progress in meeting their strategic vision and goals for the workforce system. In their narratives, and in accordance with WIOA Section 185(d) specifications, and [Training and Employment Guidance Letter No. 5-18, Change 1](#) states, and territories report on a variety of items, such as waiver requests, success stories, performance accountability, and promising practices.

All the information in this document comes directly from the Program Year (PY) 2024 States’ WIOA Annual Statewide Performance Report Narratives and has been edited for clarity, consistency, and concision purposes. To access the complete annual statewide performance report narratives for each state and territory, please visit the U.S. Department of Labor’s (DOL) Employment and Training Administration (ETA) [Performance website](#).

This report provides a comprehensive overview of WIOA statewide performance for Program Year 2024, highlighting strategic investments, key outcomes, innovations, and success stories across states and territories. The summary highlights the use of state funds, evaluations, waivers, and featured success stories.

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. The section also illustrates innovative approaches to WIOA requirements, ensuring priority for individualized career and training services in the WIOA Adult program, which helps workers secure good jobs through employment services and training opportunities.

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.

Waivers¹

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.

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, low-income individuals, justice-involved participants, and individuals with other barriers to employment. 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. These success stories highlight state workforce system success stories especially in WIOA Title I Adult, Dislocated Worker, and Youth programs.

¹ WIOA Waiver Information. *What Can Be Waived*. [dol.gov/agencies/eta/wioa/waivers](https://www.dol.gov/agencies/eta/wioa/waivers)

National Highlights for Program Year 2024

Analysis of the PY 2024 WIOA Annual Narratives reveals several powerful, cross-cutting themes that characterize the nation's workforce development efforts. States and territories are collectively focused on innovative, collaborative, and data-driven strategies to connect skilled individuals with quality employers.

Expanding Apprenticeships and Work-Based Learning

There is a clear and universal emphasis on expanding Registered Apprenticeship (RA) and other work-based learning (WBL) models like On-the-Job Training (OJT) and internships. States are leveraging federal grants (e.g., SAEF, ABA) and state funds to create new RA programs in both traditional sectors like construction and non-traditional fields such as IT, healthcare, clean energy, education (teacher apprenticeships), and childcare. This "earn-and-learn" model is consistently cited as a premier strategy for developing skilled talent pipelines and creating debt-free pathways to family-sustaining careers.

Targeting High-Growth Sectors Through Strategic Partnerships

States are strategically aligning their workforce investments with high-demand industry sectors. This is accomplished through robust sector partnerships that bring together employers, education providers, labor organizations, and community-based organizations.

The most targeted sectors include:

- **Healthcare and Social Assistance:** A near-universal priority, with a focus on training nurses, medical assistants, and other direct-care professionals.
- **Information Technology:** Training for cybersecurity, data analytics, AI skills, and other digital roles is a high priority.
- **Manufacturing:** A focus on advanced manufacturing, including roles related to electric vehicles (EVs) and semiconductors.
- **Skilled Trades and Infrastructure:** Driven by national investments, states are expanding training for construction, transportation (especially CDL), and broadband-related occupations.
- **Energy Resilience:** A growing number of states are investing in training for jobs in renewable energy, energy efficiency, and environmental resilience.

- Modernizing Service Delivery with Technology and Data

The public workforce system is undergoing a significant technological transformation. States are investing in:

- **New Case Management and Labor Exchange Systems:** Modern, integrated platforms (e.g., EmployOklahoma, Virginia Works) are being deployed to improve

data integrity, streamline reporting, and enhance the user experience for both job seekers and staff.

- **Virtual and Mobile Services:** The use of virtual job fairs, online workshops, and mobile career centers (e.g., "Workforce on Wheels") has become standard practice, dramatically expanding access to services in rural and underserved communities.
- **Data-Driven Decision-Making:** States are increasingly using performance dashboards and formal program evaluations, including Randomized Controlled Trials (RCTs), to measure impact and guide policy.

Improving Access to Services

A central theme is the intentional effort to reduce barriers and improve outcomes for populations that have historically faced challenges in the labor market. Key focus areas include:

Justice-Involved Individuals: States have significantly expanded reentry services, partnering with correctional facilities to provide pre-release career planning, skills training, and "second-chance" hiring initiatives.

Youth: Programs are targeting "opportunity youth" (those disconnected from school and work) with career exploration, paid work experience, and pathways to credentials.

Rural Communities: Mobile units and virtual services are key strategies for ensuring equitable access for residents in less-populated areas.

Other Priority Populations: Reports consistently highlight dedicated services for veterans, individuals with disabilities, low-income individuals, and English language learners.

Federal Waivers

Many states have successfully utilized WIOA waivers to better tailor their programs to local needs. The most prevalent waivers allow states to:

- Increase flexibility in youth funding, often by reducing the expenditure requirement for out-of-school youth (OSY) to serve more at-risk in-school youth (ISY).
- Allow Individual Training Accounts (ITAs) for in-school youth, enabling them to pursue post-secondary credentials.
- Increase the employer reimbursement rate for On-the-Job Training (OJT), incentivizing small businesses to hire and train new workers.

Responding to Economic Disruptions and Disasters

The workforce system continues to serve as a critical component of economic response. States have utilized Rapid Response services and National Dislocated Worker Grants

(NDWGs) to assist workers and communities affected by major layoffs, plant closures, and natural disasters like hurricanes, wildfires, and floods.

Conclusion

The PY 2024 narratives demonstrate a dynamic and adaptive national workforce system. States and territories are building stronger partnerships, leveraging technology, and using data to create more effective and equitable pathways to economic opportunity. The consistent focus on apprenticeships, sector-based strategies, and serving those with the greatest needs positions the system to meet the challenges of today's economy and build a stronger workforce for the future.

State/Territory Summaries

Alabama

Introduction

Alabama's PY 2024 WIOA Annual Report demonstrates strong progress in workforce development initiatives. The state invested over \$30 million in WIOA funding to expand training opportunities, support employers, and deliver critical services through its Career Center network. Key highlights include robust employer engagement, implementation of a waiver to expand youth training options, and significant investments in work-based learning programs.

Success stories illustrate WIOA's transformative impact on individuals overcoming barriers to employment and advancing careers in healthcare, transportation, and skilled trades.

Use of State Funds

Incumbent Worker Training Program (IWTP): \$192,050 awarded for 10 new contracts benefiting 100 workers; lifetime IWTP awards total \$18M since inception (Sept 2001), serving 26,312 workers.

Reimagine Workforce Preparation Grant: Supported 400 employers and 8,485 incumbent workers with upskilling opportunities.

Supportive Services: \$20,421.74 reimbursed for exams, licensing fees, clothing, and tools for 136 participants.

Relocation Assistance: Available statewide but no requests in PY24.

Rapid Response: 4,274 workers impacted by 42 dislocation events; 69 group employee meetings conducted.

Evaluations & Continuous Improvement

Process Evaluation Activities:

- Ongoing evaluations of Title I Adult, Dislocated Worker, and Youth programs.
- Development of State Evaluation Plan and revisions to sanctions policy.
- Research into Employment Related to Training and Labor Force Participation Rate.
- Continuous training for workforce boards, case managers, and youth providers.

Customer Satisfaction:

- Job seekers: 79.8% rated services “exceptional”; 98.6% rated “good or better.”
- Employers: 100% said services met expectations.

Waivers

Waiver Implemented: Allowed Individual Training Accounts (ITAs) for in-school youth ages 14–21; 4 youth participants used this waiver in PY24.

Expected Outcomes: Serve 100 ISY annually, 50% earn a credential; 45% achieve measurable skill gains.

Performance & Accountability

Not included.

Success Stories

Healthcare Career Transformation

- Angel enrolled in SWAPTE’s Patient Care Assistant program with no prior experience. Today, she works at USA Health and advocates for workforce programs that helped her restart her life.
- Makiyah transitioned from earning \$12.50/hour at Firehouse Subs to completing a Bachelor of Science in Nursing. She now works at Mobile Infirmary earning \$32/hour, crediting WIOA for financial assistance and career advancement.

Vocational Rehabilitation Partnership

- Gregory, referred by Vocational Rehabilitation Services, completed Class A CDL training funded by WIOA. He passed his CDL test on the first attempt and secured

full-time employment as a commercial driver, achieving financial stability and a new career path.

Overcoming Barriers Through OJT

- JR, in substance abuse recovery, entered an On-the-Job Training program at Valmont Newmark earning \$18.18/hour. After completing 840 hours, she advanced to \$20/hour and transitioned to sober living. JR now serves as an Outreach Peer Support Specialist, helping others in recovery.

Second Chances for Justice-Involved Individuals

- Terrance, a former inmate, completed CDL training funded by WIOA and now works for BCL Civil Contractors driving a dump truck. His success story highlights WIOA's role in reducing recidivism and promoting economic independence.

Alaska

Introduction

Alaska's PY 2024 WIOA Annual Report reflects the state's commitment to overcoming geographic and economic challenges while expanding access to workforce services. The report highlights strategic investments in registered apprenticeships, sector partnerships, and integrated service delivery through the Alaska Job Center Network. Despite persistent labor shortages and a dispersed population, Alaska achieved strong employment outcomes and advanced initiatives to support priority populations, including veterans, individuals with disabilities, and justice-involved youth. Success stories underscore the transformative impact of WIOA programs in helping Alaskans secure family-sustaining careers in healthcare, transportation, and skilled trades.

Use of State Funds

Supported Alaska Workforce Investment Board (AWB) oversight, ETPL management, monitoring, performance evaluation, and technical assistance.

Eligible Training Provider List Growth: 756 programs from 84 providers; University of Alaska offers more than half.

Apprenticeship Expansion:

- SAEEL Grant: \$3.99M for RA infrastructure and pre-apprenticeships.
- SAEF Base Grant: \$427,539 for school-to-apprenticeship pipelines.

- SAEF Competitive Grant: \$5.28M for “Grow Your Own” apprenticeship initiatives.
- Rapid Response: 26 employers and 226 workers served through 20 events; 3 WARN notices issued.

Evaluations & Continuous Improvement

RESEA Evaluation: Random assignment framework under development; programming resumes January 2026 due to resource constraints.

Inter-Title Referral Evaluation: Focused on automating and improving co-enrollment; baseline data collection underway; completion expected PY 2025.

Continuous Improvement: Monthly analysis of performance indicators (Credential Attainment Rate, Measurable Skill Gains) and targeted outreach to participants flagged in Quarterly Report Analysis reports.

Waivers

Single Statewide Board Waiver: Alaska Workforce Investment Board (AWIB) acts as the sole local board, streamlining governance and reporting.

Impact: Enhanced coordination among job centers, education providers, RA sponsors, and employers; improved regional engagement.

Performance & Accountability

Alaska met the majority of its negotiated levels of performance in PY 2024 but fell short in the Credential Attainment Rate for Adult and Dislocated Worker programs. Alaska met its Measurable Skill Gains (MSG) metric for the Adult and Dislocated Worker programs but did not meet it for the Youth program and did not meet the CAR for the Adult Education program.

Success Stories

Adult Program — From Housekeeper to Registered Nurse

Everline, a mother of three who emigrated from Kenya, worked as a hospital housekeeper but dreamed of becoming a nurse. With WIOA Adult Program support, she received funding for tuition, books, clothing, and testing fees to complete a Bachelor of Science in Nursing at the University of Alaska Fairbanks. Despite language barriers, she persevered and graduated. Today, Everline works as a full-time RN earning \$34/hour plus benefits, achieving self-sufficiency and inspiring her family and community.

Dislocated Worker — Transitioning Veteran Finds Stability

Michael, a National Guard member and father of three, struggled to support his family after losing his civilian job. He received WIOA Dislocated Worker assistance to obtain a Class A CDL with Tanker and Hazardous Materials endorsements. With training funded by WIOA, Michael secured a full-time position as a Wells Intervention Technician earning \$34/hour plus benefits, ensuring financial stability for his family.

Youth Program — Justice-Involved Youth Achieves Career Goals

J.S., a youth in a juvenile facility, earned 7.75 high school credits through tutoring and independent study. He completed multiple WIOA-supported trainings, including Northern Industrial Training certifications and a 40-hour Iron Worker program. J.S. also engaged in life skills and employment readiness programs. Before release, he secured full-time employment with Horizon Café and continues to thrive in the Anchorage community, demonstrating resilience and determination.

American Samoa

Introduction

American Samoa's PY 2024 WIOA Annual Report reflects the territory's commitment to building a resilient workforce despite geographic and economic challenges. Through partnerships with government agencies, local businesses, and educational institutions, the territory expanded access to work-based learning and on-the-job training opportunities for adults, youth, and dislocated workers. The Summer Youth Employment Program (SYEP) successfully placed over 760 participants across 67 worksites, fostering hands-on experience and career readiness.

Collaborative efforts with the Office of Vocational Rehabilitation and the American Samoa Community College strengthened pathways for individuals with disabilities and those seeking industry-recognized credentials. Success stories highlight WIOA's transformative impact on single parents and individuals overcoming significant barriers to employment.

Use of State Funds

Summer Youth Employment Program (SYEP):

- Placed 762 youth participants across 67 worksites for six weeks.
- Provided structured work experience (4 hours/day) and hands-on training in government, private sector, semi-autonomous agencies, and nonprofits.

Work-Based Learning (WBL) and On-the-Job Training (OJT):

- Expanded paid work experiences for adults, youth, and dislocated workers.
- Targeted support for individuals facing barriers: single parents, low-income individuals, ex-offenders, school dropouts, and teen parents.

Collaborations:

- Partnered with Office of Vocational Rehabilitation (OVR) for individuals with disabilities.
- Partnered with American Samoa Community College (ASCC) and AEFLA for credential attainment and trades programs.

System Investments:

- Implemented Hire American Samoa System (HASS) for improved data collection and reporting.

Evaluations & Continuous Improvement

American Job Center (AJC)/One-Stop Center Development:

- Focused on improving access, serving rural communities, and building career pathways.
- Challenges include cost-sharing agreements among partners due to budget constraints.

Continuous Improvement:

- Enhanced data accuracy and reporting through HASS system upgrades.
- Increased collaboration with AEFLA for evening and trades courses.

Waivers

Not Applicable: No waivers were reported for PY 2024.

Performance & Accountability

Baseline Year: PY 2024 indicators classified as baseline for future comparison.

Success Stories

Danielle Tautunuafatasi — From Hardship to Stability

Danielle, a 32-year-old single mother, faced significant challenges after high school, including the loss of her father and brother. In February 2025, she enrolled in WIOA and

began Work-Based Learning at the Department of Human and Social Services. Her reliability and bilingual skills stood out, leading to a full-time career service position as an office clerk earning \$7.25/hour. This role provides financial stability and a foundation for her family's future.

Nela Savusa — Building a Better Life for Her Children

Nela, a 22-year-old single mother of two, joined the Summer Youth Employment Program in April 2024 and later transitioned to Work-Based Learning at DHSS. After six months of training, she secured a permanent position in July 2025. Her success demonstrates the impact of WIOA programs in empowering young parents to achieve economic independence and career growth.

Arizona

Introduction

Arizona's PY 2024 WIOA Annual Report demonstrates the state's commitment to building a customer-driven, data-informed workforce system that meets the needs of job seekers and employers. Key highlights include the launch of the Governor's Workforce Cabinet and Talent Ready Arizona initiative, expansion of Registered Apprenticeship Programs (RAPs), and innovative strategies to strengthen career pathways and sector partnerships. Arizona exceeded or was within 90% of negotiated performance targets for Titles I and III programs, while implementing waivers to increase flexibility in serving youth. Success stories and local initiatives underscore WIOA's impact in fostering economic mobility, reducing barriers, and preparing Arizonans for high-demand careers.

Use of State Funds

Governor's Workforce Cabinet: Directed agencies to allocate 1% of federal funds to workforce development initiatives.

Governor's Reserve Funds: Supported projects such as FAFSA completion initiatives, leadership training, inmate coding programs, veteran employment services, and career pathway development.

- **Competitive Grants:** Funded 16 innovative workforce programs targeting underserved populations, including justice-involved individuals, single parents, and disconnected youth. Examples include:
- **CASE Academy:** Credentialing and employment for justice-impacted women in IT and construction.

- Real World Job Development: Credential attainment and employment for disconnected and foster care youth.
- EPIC Program: Braille transcription certification for incarcerated individuals, with zero recidivism among program graduates.

Rapid Response: Responded to 50 WARN notices (6,440 workers) and 39 non-WARN notices (3,777 workers); hosted 63 statewide events and implemented layoff aversion strategies.

Shared Work Program: Enabled 28 employers and 713 employees to avoid layoffs through reduced hours and partial UI benefits.

Registered Apprenticeship Expansion:

- 4,465 new apprentices registered; 72 new programs (44% in construction/trades).
- Supported BuildItAZ initiative to double construction/trades apprenticeships by 2026.
- Sector Partnerships: Advanced semiconductor and infrastructure workforce pipelines.

Evaluations & Continuous Improvement

High Impact Training Analysis: Evaluated effectiveness of training programs using wage and employment outcomes; published dashboards for local boards and providers.

Additional Workforce Studies:

- Study 1: Impact of participant characteristics on training completion and wage outcomes.
- Study 2: Alignment of occupational training with employment in related industries.

Customer Satisfaction:

- Job seekers: 86% overall satisfaction (78% response rate).
- Employers: 88% found value in services; 98% likely to use ARIZONA@WORK again.

Waivers

ITA for In-School Youth: Funded 44 training services; improved employment and credential outcomes.

Out-of-School Youth Priority: Reduced OSY expenditure requirement from 75% to 50%, allowing flexibility to serve more ISY.

Performance & Accountability

Arizona exceeded or met most negotiated targets for Titles I and III:

- Adult: Employment Rate Q2 – 71.7% (target 72.9%); Median Earnings – \$9,192 (target \$9,100).
- Dislocated Worker: Employment Rate Q2 – 81.5% (target 77.5%); Median Earnings – \$9,923 (target \$9,600).
- Youth: Employment Rate Q2 – 77.2% (target 75.0%); Median Earnings – \$7,349 (target \$6,188).
- Employment Service: Employment Rate Q2 – 62.7% (target 63.0%).

Success Stories

- City of Phoenix: Mobile Career Unit delivered 266 on-the-spot job offers; youth pre-apprenticeship partnerships with Grand Canyon University.
- Mohave-La Paz Counties: Leveraged JobsEQ analytics and ATLAS tracking system for layoff aversion and outcome monitoring.
- Pima County: Future Forward Reentry Program provided comprehensive support for justice-involved individuals; Youth Employment Center increased participation by 45%.
- Pinal County: Success stories include Selena, who completed CNA training and earned her nursing degree, and Robert, who earned his GED, pursued IT training, and enlisted in the Marine Corps.
- Yuma County: Hosted largest regional job and education fair (1,700 attendees); youth mural projects and job clubs fostered civic engagement and career exploration.

Arkansas

Introduction

Arkansas's PY 2024 WIOA Annual Report highlights significant strides in modernizing workforce services and aligning education, training, and employment with industry needs. Key accomplishments include the statewide rollout of LAUNCH, a skills-based talent marketplace; expansion of integrated intake through CiviForm; and the launch of the

CONNECT Call Center for virtual access. Arkansas also advanced sector strategies through the Lithium Talent Pipeline Management Collaborative, strengthened data infrastructure via the Workforce Data Quality Initiative (WDQI), and maintained strong performance outcomes across WIOA programs.

Success stories illustrate WIOA's transformative impact on youth and adults, helping Arkansans overcome barriers and secure family-sustaining careers.

Use of State Funds

Governor's Reserve/State Set-Aside: Supported technical assistance, staff training, system modernization, and outreach activities to increase WIOA awareness and enrollment.

Arkansas JobLink (AJL): Continued as the integrated case management and reporting system for WIOA Titles I & III and TAA programs.

Rapid Response: Delivered services to 22 companies facing layoffs or closures, assisting 2,110 workers with reemployment and training resources.

Reimagine Workforce Grant: \$13M federal investment served 3,000+ Arkansans through free online training for unemployed, underemployed, and individuals with barriers to employment.

Evaluations & Continuous Improvement

External Evaluation: Conducted by University of Arkansas Counselor Education Program; included systems review, skills gap analysis, and customer satisfaction surveys.

Customer Satisfaction: Local workforce boards adopted additional assessments to improve service quality.

Waivers

ITAs for In-School Youth (ISY): Waiver approved to allow Individual Training Accounts for ISY ages 16–21.

Youth Expenditure Requirement: Waiver approved to reduce OSY expenditure requirement from 75% to 50% for both state and local levels, enabling more ISY participation.

Performance & Accountability

Arkansas met or exceeded all negotiated performance targets except Dislocated Worker Median Earnings (Q2), which fell short due to structural wage challenges in rural areas and industry composition.

Strategies to address gaps include expanding partnerships with high-growth sectors (healthcare, IT, advanced manufacturing) and accelerating career pathways and apprenticeships.

Innovation Highlights

- LAUNCH: Skills-based platform for jobseekers and employers; integrated into UI service delivery and school career planning.

CiviForm: Expanded as a common intake system across workforce centers, colleges, and community organizations.

- CONNECT Call Center: Handled 26,076 calls from Sept 2024–June 2025, improving virtual access to workforce services.
- Virtual Reality Career Exploration: Introduced immersive simulations for healthcare, IT, and skilled trades.
- Lithium TPM Collaborative: Employer-led initiative aligning training with emerging energy sector needs.
- JEDx Pilot: Advanced national standards for employment and wage data exchange.

Success Stories

Daytona Oldham — Achieving a Nursing Career

Daytona, a low-income adult, received WIOA Adult Program support for tuition, supplies, and testing fees while completing her RN program at NWACC. She graduated in May 2024, passed the NCLEX, and accepted a Registered Nurse position at Washington Regional Medical Center earning \$31/hour.

Lervae Williams — From Barriers to Career Stability

Lervae, a low-income youth and ex-offender from Eastern Arkansas, enrolled in WIOA Youth in January 2025. With guidance from his Career Advisor, he secured a full-time position as a Correction Officer at Brickey's Unit, earning \$23.17/hour. His success demonstrates WIOA's role in breaking cycles of poverty and supporting second chances.

Alexander Wilson — Building Skills for High-Wage Employment

Alexander participated in WIOA Youth work experience at Cass Job Corps, completed heavy equipment training, earned OSHA-10 certification, and purchased reliable transportation. He now works as a forklift operator earning \$42/hour and plans to start an apprenticeship in 2026.

California

Introduction

California's PY 2024 WIOA Annual Report reflects the state's commitment to advancing a High Road workforce system that prioritizes equity, job quality, and climate resilience. Guided by the 2024–2027 Unified Strategic Workforce Development Plan, California invested in programs that foster demand-driven skills attainment, enable upward mobility for all Californians, and align services across agencies. Despite strong employment recovery post-pandemic, challenges remain, including declining workforce participation and regional disparities. The state responded with innovative strategies, sector partnerships, and targeted investments to address skills gaps and support populations with barriers to employment.

Use of State Funds

State Discretionary Grants:

- Allied Health Program: \$2M to expand healthcare career pathways for underrepresented populations.
- Target Population Fund: \$8.2M to improve employment outcomes for individuals with disabilities, veterans, and justice-involved individuals.
- Employment Social Enterprise Program: \$22.3M across two rounds to support transitional employment and wraparound services for disconnected youth, older workers, and English Language Learners.
- Farmworker Advancement Program: \$20M to provide upskilling and career pathways for seasonal and migrant farmworkers.
- Opportunity Young Adult Career Pathway Program: \$47.3M to connect young adults (ages 18–28) to living-wage jobs and culturally competent services.

State General Fund Initiatives:

- Displaced Oil and Gas Worker Fund: \$27.7M to transition workers into new industries.
- English Language Learner Integrated Education and Training Fund: \$18.9M to expand integrated education and occupational training.
- Regional Investment Initiative – California Jobs First: \$182M to catalyze regional economic development projects in disinvested communities.
- Tribal Regional Investment Initiative: \$15M to support Tribal-led economic recovery and climate resilience projects.

- Emergency Medical Services Program: \$7.9M intermediary award plus \$11.4M for EMS Corps rounds to train EMTs from underserved communities.
- Firefighter Joint Apprenticeship Program: \$4M to expand firefighter and paramedic apprenticeships.

Rapid Response & NDWG Activities

- WARN Notices: 1,506 filed; 93,273 employees affected.
- Disaster Recovery NDWGs: Supported recovery from wildfires, severe storms, and economic disruptions with temporary employment and humanitarian aid.

Evaluations & Continuous Improvement

CAAL-Skills Workforce Metrics Dashboard: Tracks credential attainment, employment, and wage outcomes across WIOA and partner programs.

Workforce Data Quality Initiative (WDQI): Supports integration of education and workforce data for evidence-based policy.

Customer Satisfaction Survey:

- 66% of respondents were satisfied with services;
- 85% found access easy;
- Resume assistance and one-on-one guidance scored highest (78–82% satisfaction).

Waivers

California requested extensions for three critical waivers to maintain flexibility for Local Boards in serving populations with barriers to employment and supporting small businesses during economic disruptions and natural disasters.

Performance & Accountability

California met or exceeded most negotiated targets for Titles I and III:

- Adult: Employment Rate Q2 – 67.7% (target 67.5%); Median Earnings – \$8,771 (target \$7,800).
- Dislocated Worker: Employment Rate Q2 – 70.6% (target 71.0%); Median Earnings – \$10,850 (target \$9,500).
- Youth: Employment Rate Q2 – 69.4% (target 72.0%); Median Earnings – \$5,380 (target \$4,500).
- Wagner-Peyser: Employment Rate Q2 – 58.2% (target 61.0%); Median Earnings – \$9,767 (target \$7,800).

California exceeded goals for Credential Attainment and Measurable Skill Gains across Title I programs.

Success Stories

None provided.

Colorado

Introduction

Colorado's PY 2024 WIOA Annual Report highlights the first year of implementing the 2024–2027 Combined State Plan, focused on affordability, quality, equity, and access in workforce development. The state served 212,458 job seekers, supported 13,656 businesses, posted 512,952 jobs, and enrolled 6,885 individuals in training programs. Innovations included modernizing the Connecting Colorado platform, expanding Registered Apprenticeships, and strengthening sector partnerships. Colorado exceeded most performance targets across WIOA Titles I–IV and Wagner-Peyser programs, while advancing strategies to improve career pathways, employer engagement, and equitable access for populations facing barriers.

Use of State Funds

- Industry-led strategies: \$337,644
- Evaluation & Technical Assistance: \$1,432,369
- Incentive Funds & Local Board Training: \$487,555
- Strategic Initiatives: \$1,068,807
- Council Initiatives: \$236,303

Impact: Supported 27 active sector partnerships, evaluation efforts, and pilot programs (e.g., youth quantum industry initiative).

Rapid Response & NDWG Activities

- WARN Notices: 55 events impacting 4,648 workers.
- Services Delivered: 2,396 Rapid Response services to 1,925 job seekers; 100% rated services as good or excellent.

NDWG QUEST Grants: Served dislocated workers and long-term unemployed with training in infrastructure, care economy, and high-growth industries.

Career Pathways: Published industry pathways on My Colorado Journey; launched Credentials of Value and Colorado Credential Registry Project.

Technology Modernization: Implemented new Connecting Colorado platform for case management and labor exchange. Developed shared vision for strategic deployment of technology across agencies.

Waivers

Lowered OSY expenditure requirement from 75% to 50%, increasing In-School Youth enrollments and measurable skill gains across five local areas.

Expanded flexibility for incumbent worker training and OJT reimbursement rates.

Evaluations & Continuous Improvement

Employer Engagement: 96.4% of businesses reported satisfaction with workforce services.

Effectiveness in Serving Employers (Retention with Same Employer): 68.05% statewide.

Customer Satisfaction:

- DVR Business Relations Unit: 96.29% average satisfaction.
- DVR Individual Customer Satisfaction: 75.59% overall.

Performance & Accountability

Colorado met or exceeded nearly all negotiated targets for PY 2024.

Success Stories

Apprenticeship Colorado scaled BuildUp Grants and hosted statewide Apprenticeship Summit.

- Integrated TANF resources to connect public assistance recipients to RAPs.
- Equity Initiatives:
- Expanded Colorado Promise (two free years of college), COSI ASAP, and FosterEd programs.
- Increased concurrent enrollment and microcredentialing opportunities.

Local Best Practices (Highlights)

- Adams County: Co-enrollment model expanded paid internships; average wage \$19.37/hour.

- Arapahoe/Douglas Works!: Summer Job Hunt Boot Camp provided hands-on job readiness training for youth.
- Workforce Boulder County: Career coaching program and Executive Functioning Workshop bridged gaps for clients not ready for training.

Denver County: Mayor’s YouthWorks Program and Broncos Fund supported youth employment and retention.

- Larimer County: Business & Economic Development Team integrated economic and workforce strategies for employer retention.
- Pikes Peak: Incumbent Worker Training program awarded \$427,050 to 61 businesses; developed career pathway infographics for 19 school districts.
- Weld County: Expanded youth engagement, work-based learning, and employer partnerships; launched AI Resource Room for businesses.

Maria: Transitioned from incarceration to CDL career earning \$23/hour.

IT Professional: Secured employment after earning Cisco CCNA certification.

James: Overcame financial and health barriers to complete CDL training.

Elena: Pivoted from academia to a high-impact role earning \$37.50/hour after Prosci Change Management training.

Connecticut

Introduction

Connecticut’s workforce system, led by the Department of Labor (CTDOL), five Workforce Development Boards (WDBs), and the Office of Workforce Strategy (OWS), advanced its mission to build a skilled, inclusive workforce aligned with employer needs. PY 2024 marked the second year of implementing the Governor’s Workforce Strategic Plan, emphasizing sector partnerships, career pathways, and data-driven strategies. Key initiatives included Career ConneCT, which trained over 6,700 residents, and the Good Jobs Challenge, which served 1,400 individuals in high-demand sectors such as manufacturing, healthcare, IT, and green industries.

Use of State Funds

Career ConneCT: Free, short-term training funded by American Rescue Plan Act (ARPA); 6,700+ participants trained statewide.

Good Jobs Challenge: \$23.9M Economic Development Administration (EDA) grant; 1,400 individuals trained for careers in manufacturing, IT, healthcare, and infrastructure.

Regional Sector Partnerships: Expanded across healthcare, tech, manufacturing, and construction; supported hiring events and credential-based training.

Employment Transition Models Demonstration Grant: \$3.2M Office of Disability Employment Policy award to improve career services for youth with disabilities.

BEST Initiative: Launched statewide pilot to strengthen youth-serving systems and cross-sector collaboration.

Rapid Response

- WARN Notices: 31 events affecting 2,306 workers.
- Outreach: 427 employer calls; 143 presentations to 2,148 impacted workers.
- Layoff Aversion: 75 employers engaged through Shared Work program.
- Job Fairs: 6 events serving 1,433 job seekers.
- CTHires Enhancements: Improved WOTC automation and RESEA module development.

Evaluations & Continuous Improvement

Customer & Employer Satisfaction

- Employer Surveys: 75% reported services met or exceeded expectations.
- CTHires User Survey: 94.9% accessed system for job search, unemployment, or training info. 74.3% agreed information was easy to understand.

Performance & Accountability

Connecticut served 4,023 WIOA participants in PY 2024: Adult: 2,335 (58%), Dislocated Worker: 675 (17%), Youth: 1,013 (25%)

Business Engagement: 823 new employer registrations; 10,563 job orders posted. 703 employers participated in recruitment events; 8,300 job seekers attended.

Veterans Services: 467 veterans served under JVSG; partnerships with VA and HVRP strengthened.

Jobs First Employment Services (JFES): \$13.1M budget; 5,498 participants served.

Job Corps: 580 students trained in trades and healthcare; operations paused nationally in May 2025.

Waivers

OSY Expenditure Waiver: Approved for Northwest and Southwest WDBs; lowered OSY spending requirement from 75% to 50%.

Impact: Northwest resumed ISY programming; Police Activity League (PAL) enrolled 10 ISY in leadership and career readiness programs. Southwest saw modest ISY enrollment gains.

Success Stories

Local Board Highlights

Northwest (NRWIB):

- Expanded sector partnerships in manufacturing, healthcare, and construction.
- Served 180 individuals through Career ConneCT and green jobs training.
- Youth programs placed 69 participants in training; 4 graduated high school and transitioned to postsecondary education.

Southwest (The WorkPlace):

- Platform to Employment served 307 participants; 76% returned to work.
- Tech Ready Career Training enrolled 250+ individuals; 80% earned IT certifications.

Eastern (EWIB):

- Manufacturing Pipeline Initiative trained 450 individuals; 4,700 placed since inception.
- Healthcare Pipeline Initiative expanded partnerships with Hartford Healthcare.
- Youth programs (YMPI/YHPI) embedded career pathways in schools; SYEP served 41 towns.

North Central (CWP):

- BEST Chance program supported 513 justice-involved individuals; 100+ job placements.
- Career ConneCT and Good Jobs cohorts trained 479 participants in IT and healthcare.
- SYELP provided paid internships to 1,310 youth.

South Central (Workforce Alliance):

- Skill Up for Manufacturing enrolled 152 adults; 117 completed training.

- Youth programs served 37 participants through #EmployMe; externships at CVS and other employers.

Gordon Wong: Transitioned from administrative role to avionics assembler through Skill Up for Manufacturing.

PAL Youth: Improved academic performance and leadership skills; four graduates pursuing college.

Tech Ready Graduate: Secured \$90K+ salary after earning IT certifications.

Delaware

Introduction

Delaware's workforce system advanced its Combined State Plan goals through collaboration among the Delaware Workforce Development Board (DWDB), Division of Employment and Training (DET), education partners, and employers. PY 2024 focused on sector strategies, career pathways, apprenticeship expansion, and data-driven decision-making to strengthen Delaware's talent pipeline and promote equitable access to high-quality jobs.

Use of State Funds

Delaware used the Governor's set aside for required activities including the dissemination of the state's eligible training provider list through the DWDB staff, evaluating workforce program investments via the case management system and the board, and operation of a fiscal and management accountability system via Delaware Job Link (DJL).

Apprenticeship Expansion: Governor's Executive Order #1 prioritized youth apprenticeships and alignment with Delaware Pathways.

Inclusive Workforce Strategies: Targeted supports for individuals with disabilities, justice-involved individuals, and veterans.

Innovations in Workforce Development (IWD): Mapped 759 training programs statewide; launched 16 new programs targeting unemployed and underemployed individuals, especially women and those facing barriers.

Business Liaison Program: Engaged 2,256 businesses; conducted 378 interviews; facilitated 342 referrals to state programs and 62 referrals to training providers.

Elevate Delaware: Provided tuition and supportive services (up to \$10,000) for employees of small businesses; 23 enrollments and 8 completions.

TRAIN (Today's Reinvestment Around Industry Needs): Supported 17 employers and trained 85 individuals in Phase II.

Registered Apprenticeship Expansion: 550 sponsors; 2,098 registered apprentices; 670 new apprenticeships; and 31 new RA programs launched.

Youth Apprenticeship Strategic Plan

- Goals: decrease average apprentice age, increase employer participation, build sustainable ecosystem.

Rapid Response

- 2 companies served; 550+ affected workers supported.
- 400+ outreach events; 25,000+ Delawareans engaged via mobile career van.

Evaluations & Continuous Improvement

Clean, Green, and Blue Workforce Transition Analysis (CGB):

- Published August 2025; identified strategies for clean energy, maritime logistics, and sustainable chemistry sectors.
- Recommendations include creating an industry-led CGB Workforce Council and expanding apprenticeships in Kent and Sussex Counties.

Funding Landscape Analysis:

- Identified \$39.7M in active workforce funding streams; highlighted gaps in rural access and mid-career upskilling.

Customer Satisfaction

- Surveys: 1,200 responses from 2,274 AJC walk-ins (6% response rate).
- Results: High satisfaction; feedback praised professionalism and helpfulness of staff.

Continuous Improvement: Weekly reviews; targeted campaigns to boost survey participation; QR codes and email reminders implemented.

Performance & Accountability

Delaware achieved strong results across WIOA indicators.

Employment Rate 2nd Quarter After Exit

- Adult: 4 quarters, cohort 7/23–6/24, negotiated 78.0%, actual 80.7%, 103.4%
- Dislocated Worker: 4 quarters, cohort 7/23–6/24, negotiated 72.0%, actual 85.7%, 119.0%
- Youth: 4 quarters, cohort 7/23–6/24, negotiated 66.0%, actual 68.5%, 103.8%
- W/P: 4 quarters, cohort 7/23–6/24, negotiated 60.5%, actual 59.9%, 99.0%

Employment Rate 4th Quarter After Exit

- Adult: 4 quarters, cohort 1/23–12/23, negotiated 75.0%, actual 80.2%, 106.9%
- Dislocated Worker: 4 quarters, cohort 1/23–12/23, negotiated 75.0%, actual 71.8%, 95.7%
- Youth: 4 quarters, cohort 1/23–12/23, negotiated 72.5%, actual 75.9%, 104.7%
- W-P: 4 quarters, cohort 1/23–12/23, negotiated 61.0%, actual 59.4%, 97.4%

Median Earnings 2nd Quarter After Exit

- Adult: 4 quarters, cohort 7/23–6/24, negotiated \$7,800, actual \$9,225, 118.3%
- Dislocated Worker: 4 quarters, cohort 7/23–6/24, negotiated \$9,800, actual \$13,442, 137.2%
- Youth: 4 quarters, cohort 7/23–6/24, negotiated \$2,500, actual \$4,126, 165.0%
- W/P: 4 quarters, cohort 7/23–6/24, negotiated \$6,800, actual \$7,567, 111.3%

Credential Attainment

- Adult: 4 quarters, cohort 1/23–12/23, negotiated 64.0%, actual 71.1%, 111.1%
- Dislocated Worker: 4 quarters, cohort 1/23–12/23, negotiated 65.5%, actual 59.5%, 90.8%
- Youth: 4 quarters, cohort 1/23–12/23, negotiated 74.5%, actual 75.8%, 101.7%

Measurable Skill Gains

- Adult: 4 quarters, cohort 7/24–6/25, negotiated 37.0%, actual 62.4%, 168.6%
- Dislocated Worker: 4 quarters, cohort 7/24–6/25, negotiated 31.0%, actual 51.0%, 164.5%
- Youth: 4 quarters, cohort 7/24–6/25, negotiated 60.5%, actual 76.7%, 126.8%

Success Stories

Neisha: Transitioned from foster care and probation to college enrollment and stable employment through The Challenge Program.

Yunique: Culinary School graduate; won first place in Scrapple Festival competition; secured employment and planning a food truck business.

Andrea: Completed LPN program; employed as Wellness Nurse; pursuing RN degree.

Ryan & Dwayne: CDL graduates; secured high-paying jobs with major carriers.

Feride & Maria: Literacy Delaware participants; advanced to law school and education careers.

District of Columbia

Introduction

The District of Columbia's workforce vision is anchored in the WIOA Unified State Plan, emphasizing system alignment, equitable access, and employer engagement. The District aims to connect businesses with skilled talent, empower residents through education and training, and foster thriving communities. Key strategies include enhancing training opportunities, expanding the talent pool, promoting equity, and leveraging data for performance measurement.

Use of State Funds

Workforce on Wheels (WOW): Mobile career center expanded outreach to underserved communities, offering resume support, job referrals, and digital literacy assistance.

American Job Centers (AJCs): Two new state-of-the-art centers opened in Southeast DC and downtown, improving accessibility and bilingual services.

Sector Strategies: Career Pathway Maps development underway for high-growth industries; IT training programs delivered certifications in Digital Marketing, Help Desk Tier I, and AI Data Annotation.

Pre-Apprenticeships & OJT: 82 individuals enrolled in pre-apprenticeship programs; 38 completed training; 31 earned certificates.

SCSEP: Supported older workers with training and community service placements.

Rapid Response & WARN Activity

- Responded to multiple WARN notices, including major layoffs at United Medical Center, Chemonics, and several nonprofits. Provided UI assistance, job referrals, and career counseling to affected workers.

Evaluations & Continuous Improvement

RESEA program satisfaction improved from 55% to 83% by June 2025.

- Enhanced feedback mechanisms via digital surveys and post-service forms.
- Conducting experimental evaluation of RESEA program to assess impact on UI duration, employment, and earnings using randomized control design.

Performance & Accountability

Washington, D.C. met performance targets for PY 2024.

WIOA Adult Program

- Employment Rate Q2: 62.6% (Target: 70%)
- Employment Rate Q4: 64.6% (Target: 72%)
- Median Earnings: \$9,855 (Target: \$9,500)
- Credential Attainment: 55% (Target: 59%)
- Measurable Skills Gain: 84.8% (Target: 73%)

WIOA Dislocated Worker Program

- Employment Rate Q2: 75.6% (Target: 75%)
- Employment Rate Q4: 69.2% (Target: 75%)
- Median Earnings: \$12,154 (Target: \$11,500)
- Credential Attainment: 57.7% (Target: 57%)
- Measurable Skills Gain: 85% (Target: 78%)

WIOA Youth Program

- Employment Rate Q2: 58.2% (Target: 68%)
- Employment Rate Q4: 52.6% (Target: 60%)
- Median Earnings: \$6,020 (Target: \$5,000)
- Credential Attainment: 53.4% (Target: 54%)
- Measurable Skills Gain: 81.4% (Target: 47%)

Wagner-Peyser Program

- Employment Rate Q2: 55.4% (Target: 57%)
- Employment Rate Q4: 56.6% (Target: 60%)
- Median Earnings: \$8,544 (Target: \$7,000)

Effectiveness in Serving Employers

- Retention with Same Employer: 31.5% (1,406 of 4,459 participants).

Success Stories

Participants transitioned from long-term unemployment to careers in HR, IT, healthcare, and education. Examples include placements at Georgetown University, DOES, Infinity Design Solutions, and Care Harmony (remote LPN role).

Healthcare Alliance: Partnership with MedStar Washington Hospital Center provided surgical technology training; four residents hired at \$35.17/hour.

Florida

Introduction

Florida's workforce system achieved record performance, expanded apprenticeships, strengthened sector partnerships, and launched modernization initiatives to create a consumer-first, data-driven workforce ecosystem. These efforts position Florida to meet its 2030 goal of being the nation's leader in workforce education and talent development.

Florida's workforce system demonstrated strong performance and resilience, outpacing national trends in job growth and economic development.

- GDP Growth: +21.9% since 2019 (nearly double the national rate).
- Labor Force: Exceeded 11.1 million; unemployment at 3.7%, below national average for 56 consecutive months.
- Job Growth: Added 128,100 private-sector jobs (+1.5% YoY); ranked #1 in talent attraction for the third consecutive year (Lightcast 2025).
- Education: #1 in higher education affordability and graduation rates; strong alignment with workforce goals under the REACH Act.
- CareerSource Florida Network: 21 LWDBs, 100 career centers, serving 67,000+ job seekers and 4,400 veterans; helped 30,000 Floridians transition off public assistance.

Use of State Funds

The CareerSource Florida Board of Directors allocates state set-aside funds to support key workforce initiatives that help workers and employers prosper, reduce welfare dependency, and strengthen business competitiveness.

- Hope Florida: \$9.9M; served 4,860 individuals; 440 employed; 113 credentials earned.

- Veterans & Military Families (MFEAP): \$750K; served 718; 431 employed; 379 credentials.
- Digital Literacy Assessment: \$250K statewide study.
- Apprenticeship Navigators: \$1.75M; served 760; 324 trained; new RA programs in 47% of cases.
- Youth Career Exploration: \$500K; expanded summer programs.
- AI Incumbent Worker Training: \$500K; served 120; 25 employed.
- Sector Training: \$2M; served 214; 63 employed; 97 credentials.

Rapid Response & Disaster Recovery

- WARN Notices: 129 statewide; impacted 18,092 workers.
- Dislocated Worker Grants: \$30M for Hurricane Ian; \$20M for Idalia; \$3.3M for severe storms; \$4.5M for Helene; \$1.5M for opioid crisis.
- Mobile Career Centers: Deployed for job fairs and disaster recovery.

Initiatives: Paychecks for Patriots (4,532 job seekers, 1,235 veterans); SkillBridge internships; Purple Star LWDB designation.

Employer Engagement: Expanded sector partnerships and apprenticeship programs; launched statewide assessment on digital literacy and soft skills gaps. FL WINS: Consumer-first portal for common intake and integrated data sharing. WITS: Centralized case management platform (implementation 2025–2027).

Sector Strategies & Apprenticeships

- Active Apprentices: 17,920 (+10.4% YoY); average wage \$19.78/hr.
- New Apprentices: 8,412 (+5.3% YoY); average starting wage \$20.80/hr.
- Completers: 2,606 (+17.5% YoY); average wage \$28.37/hr.
- Targeted Sectors:
 - Advanced Manufacturing: 430,900 jobs; \$90B economic output.
 - Logistics & Distribution: 730,000 jobs; \$3.3B port investments.
 - Healthcare: 1M+ jobs; \$78K avg. wage; \$350M invested in workforce initiatives.
 - IT & Cybersecurity: 326,000 jobs; projected 33.9% growth in cybersecurity roles by 2033.
 - Financial Services & FinTech: 1.3M jobs; \$117K avg. wage.
 - Aviation & Aerospace: 150,000 jobs; \$11B exports; major investments in Space Coast.

Waivers

- Recapture & Reallocation of WIOA Funds: Flexibility to redistribute funds among LWDBs.
- OSY Expenditure Waiver: Reduced requirement from 75% to 50% for Out-of-School Youth.
- ISY Individual Training Accounts: Allowed ITAs for In-School Youth.
- On-the-Job Training Waiver: Increased employer reimbursement up to 90% (100% in Opportunity Zones).

Evaluation & Continuous Improvement

Employ Florida Surveys: 12,595 responses; 57% rated experience as good/excellent; 56% said information met their needs. Continuous improvement actions implemented with vendor feedback.

Performance & Accountability

Florida exceeded 90% of negotiated goals for all 18 indicators of performance.

Adult:

- Employment Q2: 84.6% (Goal: 86.3%)
- Credential Attainment: 86.5%
- Measurable Skills Gains: 86.5%
- Dislocated Worker:
- Employment Q2: 83.9%
- Median Earnings: \ \$11,040
- MSG: 88.1%

Youth:

- Employment Q2: 78.1%
- Median Earnings: \ \$4,962
- MSG: 82.2%

Effectiveness in Serving Employers Retention Rate: 65.9% of participants retained employment with the same employer in Q2 and Q4 after exit.

Wagner-Peyser:

- Employment Q2: 66.3%
- Median Earnings: \$7,740

Georgia

Introduction

Georgia's workforce system, led by the Technical College System of Georgia (TCSG) and Office of Workforce Development (OWD), delivered WIOA Titles I and III services aligned with the PY 24–27 Combined State Plan. The state focused on integration with Perkins V, modernization of service delivery, and employer engagement strategies to ensure equitable access to high-quality jobs and training opportunities.

Use of State Funds

Governor's Reserve Fund Initiatives

- Sector Partnerships: \$2M invested in LWDA for pre-apprenticeships, teacher externships, and healthcare summits.
- Training Academy: Annual conference and virtual training sessions for LWDA staff; plans for a statewide LMS.
- Youth Virtual Work Experience (Career Compass Academy): Expanded statewide; flexible delivery options; \$200 weekly stipends for participants.

Rapid Response

- Assisted 100+ employers; responded to 70+ WARN filings.
- Launched Rapid Response Transition Center at Chico's Distribution Center (Winder, GA): 230 employees attended job fair; 50+ employers participated.

National Dislocated Worker Grants (NDWG)

- QUEST DWG: Served 1,200+ dislocated workers; focused on healthcare, manufacturing, logistics.
- Hurricane Debby & Helene DWGs: \$4.2M combined investment; 45 temporary jobs; 285 workers received training and reemployment services.

Wagner-Peyser & Agricultural Services

- Delivered services through 34 GDOL Career Centers and 8 LWDA One-Stops.
- Launched AI-powered Labor Exchange System and EVA Kiosks for rural access.

MSFW Program: 22,798 contacts; 1,437 outreach days; 126 MSFW participants enrolled.

Unite Georgia Initiative: Statewide network connecting veterans to social services.

VECTR Centers: Supported transitioning veterans with education and workforce services.

Apprenticeship Expansion

- Apprentice Georgia: 300+ businesses partnered; 250+ apprentices placed in healthcare, IT, public safety, and manufacturing.
- High Demand & Public Service Apprenticeship Programs (HDAP & PSAP): Expanded cap from 5 to 10 apprentices per employer; supported teacher apprenticeships and public safety roles.
- SAEF II Grant: Enhanced technical assistance and pre-apprenticeship pathways; launched Apprenticeship Navigator Pilot in 3 LWDA's.

Evaluations & Continuous Improvement

Surveys sent to 9,623 WIOA participants, 36,798 Wagner-Peyser jobseekers, and 1,335 employers.

WIOA Participants: 82.1% satisfied with services; 85.5% satisfied with staff professionalism.

Wagner-Peyser Jobseekers: 62% satisfied with services; 72.6% satisfied with staff professionalism.

Employers: 52.7% satisfied with services; 57.4% satisfied with business assistance.

Waivers

Youth Expenditure Waiver: Reduced OSY funding requirement from 75% to 50% (active until June 30, 2026).

Performance & Accountability

Georgia's WIOA Title I programs exceeded nearly all performance goals.

Adult Measures

- Adult Q2 Employment Rate: Actual 82.7%, Goal 82.8%, 99.8% of goal
- Adult Q4 Employment Rate: Actual 81.3%, Goal 79.5%, 102.2% of goal
- Adult Median Earnings: Actual \$9,282, Goal \$8,923, 104.0% of goal
- Adult Credential Attainment: Actual 74.4%, Goal 75.6%, 98.4% of goal
- Adult Measurable Skill Gains: Actual 74.1%, Goal 58.9%, 125.8% of goal

Dislocated Worker (DW) Measures

- DW Q2 Employment Rate: Actual 83.0%, Goal 82.0%, 101.2% of goal

- DW Q4 Employment Rate: Actual 82.0%, Goal 80.0%, 102.5% of goal
- DW Median Earnings: Actual \$11,957, Goal \$10,149, 117.8% of goal
- DW Credential Attainment: Actual 76.3%, Goal 76.0%, 100.4% of goal
- DW Measurable Skill Gains: Actual 72.4%, Goal 56.9%, 127.2% of goal

Youth Measures

- Youth Q2 Employment Rate: Actual 75.9%, Goal 79.8%, 95.1% of goal
- Youth Q4 Employment Rate: Actual 76.3%, Goal 76.2%, 100.2% of goal
- Youth Median Earnings: Actual \$4,329, Goal \$4,032, 107.4% of goal
- Youth Credential Attainment: Actual 62.6%, Goal 67.5%, 92.8% of goal
- Youth Measurable Skill Gains: Actual 63.6%, Goal 52.1%, 122.1% of goal

Guam

Introduction

The Guam Department of Labor (GDOL) continues to strengthen workforce development through WIOA Title I and III programs, focusing on AI literacy, registered apprenticeships, and industry-driven bootcamps to meet employer demand and prepare job seekers for high-wage careers.

Use of State Funds

Supported AJC operations and shared outcomes across core programs.

AI Skills Training: Preparing AJC staff and participants for AI-driven careers following Executive Order 14277 on advancing AI education.

Year-Round In-School Youth (ISY) Program: Enrolled 68 youth participants; 60 graduated, 17 seniors entered unsubsidized employment (28.3%). Winter Session trained 73 students in Customer Service and Electrical Level I at GCC and GCA Trades Academy.

Registered Apprenticeship Program (GRAP): Employers receive 50% tax credit on apprenticeship costs.

Tax Credits Issued:

- FY2025: \$12.6M for 410 apprentices (37 completions).

- FY2024: \$10.8M for 387 apprentices (26 completions).

Industry Bootcamps: 6 bootcamps offered in Truck Driving, Construction, CNA, Environmental Technician, and Ship Repair. Completion Rate: 69.07% overall (67 completions out of 97 accepted).

Employer Engagement & Partnerships

- Business Services Unit (BSU):
- Distributed 14 employer application packets; 4 completed applications under review.
- Engaged 89 employers; 22 confirmed participation in Year-Round Summer Youth program.
- Registered Apprenticeship Forum (April 2025):
- 150 participants; resulted in 189 new apprentices within 6 months (122% increase YoY).
- Cost per new apprentice: \$144.39.

National Dislocated Worker Grant (NDWG): Funding: \$7.96M; closed May 1, 2025.

Participants:

- 409 processed;
- 381 enrolled;
- 94 exited to unsubsidized employment (24.6%).
- 157 completed program; 57 terminated; 69 resigned; 4 deceased.
- Expenditure: \$7.37M (92.65% of funds).

Evaluations & Continuous Improvement

Customer Satisfaction Survey (Capstone Project): Responses: 77 (49% paper, 51% online).

Key Findings:

- 81.8% highly agreed they were greeted in a friendly manner.
- 80.5% highly agreed services were helpful.
- 85.7% highly agreed staff were knowledgeable and friendly.
- 77.9% were very satisfied overall; 94.8% would recommend AJC services.

Senior Community Service Employment Program (SCSEP)

- Grant: \$897,581; 93 qualified participants.

PY2024 Activities: 66 participants trained; 9 placed in unsubsidized employment. Provided supportive services (transportation reimbursement, resume building).

Performance & Accountability

Negotiated Targets: Baseline for WIOA Title I indicators; Wagner-Peyser targets:

Employment Rate Q2: 70%; Q4: 71%; Median Earnings: \$7,400.

Actual Performance: Data pending; policies updated for Data Validation and Common Exit.

Success Stories

EMPOWER Initiative: Partnership with Attorney General’s Office to assist non-custodial parents in accessing employment and training.

AI Education Integration: Aligning WIOA programs with emerging AI skill requirements.

Supportive Services: Addressing childcare and transportation barriers for apprentices.

Hunter Brock: Former Coast Guard Deck Rigger and Procurement Specialist at IP&E; wanted to transition to an Electrician career. He received career guidance, referrals, and CRT training for foundational skills; assisted with apprenticeship placement and was hired by SET Electric as an Electrician Helper earning \$15/hour.

Kaylene Duenas: Recent high school graduate (June 2023); joined Army National Guard but did not complete Basic Training. She enrolled in the Transitional Job Training Program; and received career counseling and placement assistance. She secured full-time employment at Hagåtña Mayor’s Office as a Recreation Lead I with \$11.17/hour pay.

Ansa Farata: Unemployed since Sept 2023; sought help for job readiness and placement. She utilized career services (assessment, resume development, job search, one-on-one coaching). She was referred to Hilton Guam Resort & Spa, interviewed, and hired on the spot for unsubsidized employment in her desired field.

Hawaii

Introduction

Program Year 2024 marked a period of resilience and innovation for Hawai‘i’s workforce system. While the state continued to recover from the lingering effects of COVID-19, the Lahaina Wildfire in 2023 posed new challenges, particularly for the tourism sector—a cornerstone of Hawai‘i’s economy. Despite these disruptions, Hawai‘i achieved significant

progress toward economic recovery, with unemployment rates nearing pre-pandemic levels and real GDP rising from \$88.6 billion to \$90.3 billion.

Collaboration remained central to Hawai'i's approach. Partnerships with the Division of Vocational Rehabilitation, Department of Human Services, University of Hawai'i, and local workforce boards advanced inclusive strategies for individuals with disabilities, veterans, and underserved populations. Innovative programs—including the Hele Imua Internship Program, QUEST Disaster Recovery Grants, and digital literacy initiatives—helped residents gain skills, secure employment, and adapt to evolving labor market demands.

Use of State Funds

WIOA unexpended funds from the local counties for the previous program year, 2023 totaled \$4,530,780 some of which was used for Statewide activities as outlined in 20 CFR §682.210. Some financed projects included the following: 1) Summer Youth Financial Literacy and Work Experience Program; 2) Ready-to-Work (career and work-based training to high-school students with disabilities); 3) Fiscal Policy Review, Training, and Operations Manual Update; and 4) Studies for Research and Evaluation.

1) Ready To Work Program

The Workforce Transition Center's Ready-to-Work Program partners with participating high schools across the state to support Special Education students in building career readiness and workplace skills. The program emphasizes both technical and soft skills development to help students become productive, contributing members of their communities.

The Ready to Work program helps students get ready for employment after high school by offering practical experience.

Through collaboration with the Workforce Transition Center, schools can deliver hands-on job training tailored to students in special education programs.

2) Summer Youth Financial Literacy and Work Experience Program

The Summer Youth Employment Program (SYEP) empowers young participants with vital life and career skills through a dynamic blend of financial literacy education and real-world work experience. By the end of PY 24, nearly 200 students were looking forward to having their participation marked along with the successful conclusion of SYEP's third consecutive year.

3) Fiscal Policy Review, Training, and Operations Manual

As part of Technical Assistance DLIR contracted a fiscal training provider developed comprehensive training materials for fiscal personnel and updated the written fiscal policies and operational guidance to reflect clarified procedures and strengthen statewide consistency.

4) Studies For Research and Evaluation

The State of Hawai'i conducted evaluations to assess the needs and to identify viable solutions to the problems located in its inquiries. The completed research was selected and supported in collaboration with local boards.

NDWG Grants:

- QUEST Disaster Recovery: \$10.6M; 425 participants served (+41% above goal).
- Lahaina Wildfire Recovery: \$13M; 444 participants served (+27% above goal).
- Rapid Response: 24 WARN notices (down from 36 in PY23); 983 workers affected (vs. 2,872 in PY23).

Evaluations & Continuous Improvement

Research to Improve Hawai'i's WIOA Workforce System Project

The State contracted with Axios Strategy, LLC, a research provider to examine systemic challenges within Hawai'i's WIOA workforce system and identify improvements to enhance performance, fund utilization, and overall system effectiveness. The project conducted research to review operational barriers and evaluate evidence-based practices that could strengthen participant engagement and service delivery. The findings supported continuous system improvement and informed the State's broader efforts to modernize and strengthen Hawai'i's WIOA workforce system.

Customer Satisfaction surveys are conducted as part of each AJC certification every three years.

Performance & Accountability

The WIOA Adult program met most of its performance goals for PY 2024. The performance ratio for Employment Rate in the second quarter after exit (Q2) measure was 97.1%.

Adult

- Employment Rate Q2: PY23 Target 60.0%, Actual 75.0%, 125.0% ratio (174/232). PY24 Target 72.5%, Actual 70.4%, 97.1% ratio (181/257). Change in Median Earnings: +4.02%.

- Employment Rate Q4: PY23 Target 70.0%, Actual 76.7%, 109.6% ratio (187/244). PY24 Target 72.0%, Actual 77.6%, 107.8% ratio (111/143). Change in Median Earnings: +9.84%.
- Median Earnings: PY23 Target \$8,600, Actual \$8,725, 13.2% increase. PY24 Target \$7,500, Actual \$7,507, 100.1%.
- Credential Rate: PY23 Target 55.0%, Actual 63.4%, 109.3% ratio (59/93). PY24 Target 60.5%, Actual 52.2%, 86.3% ratio (11/21). Change: -13.56%.
- Measurable Skill Gains: PY23 Target 50.0%, Actual 46.7%, 84.9% ratio (106/227). PY24 Target 60.5%, Actual 53.7%, 106.5% ratio (168/313). Change: +58.49%.

Dislocated Worker

- Employment Rate Q2: PY23 Target 71.0%, Actual 74.4%, 104.9% ratio (57/77). PY24 Target 72.0%, Actual 71.9%, 99.6% ratio (48/64). Change: +8.79%.
- Employment Rate Q4: PY23 Target 76.0%, Actual 70.1%, 92.2% ratio (47/67). PY24 Target 77.5%, Actual 80.9%, 104.4% ratio (38/47). Change: -9.33%.
- Median Earnings: PY23 Target \$8,500, Actual \$11,405, 134.2%. PY24 Target \$10,130, Actual \$10,128, 100.0%. Change: +19.82%.
- Credential Rate: PY23 Target 65.0%, Actual 69.6%, 113.1% ratio (16/23). PY24 Target 72.0%, Actual 50.6%, 61.1% ratio (5/11). Change: -22.01%.
- Measurable Skill Gains: PY23 Target 57.0%, Actual 48.3%, 84.7% ratio (14/29). PY24 Target 59.0%, Actual 61.0%, 120.7% ratio (25/41). Change: +78.56%.

Youth

- Employment/Education/Training Rate Q2: PY23 Target 68.0%, Actual 66.7%, 98.1% ratio (48/72). PY24 Target 77.0%, Actual 31.4%, 40.8% ratio (11/35). Change: -56.25%.
- Employment/Education/Training Rate Q4: PY23 Target 62.0%, Actual 66.4%, 107.1% ratio (69/104). PY24 Target 67.0%, Actual 44.1%, 65.4% ratio (15/34). Change: -62.96%.
- Median Earnings: PY23 Target \$4,300, Actual \$5,570, 129.5%. PY24 Target \$5,500, Actual \$4,034, 73.3%. Change: +16.41%.
- Credential Rate: PY23 Target 65.0%, Actual 55.7%, 76.6% ratio (36/53). PY24 Target 72.0%, Actual 60.7%, 84.4% ratio (17/28). Change: -11.99%.

- Measurable Skill Gains: PY23 Target 53.0%, Actual 39.2%, 74.6% ratio (82/209). PY24 Target 60.0%, Actual 64.9%, 109.4% ratio (181/279). Change: +115%.

Wagner–Peyser

- Employment Rate Q2: PY23 Target 54.0%, Actual 61.1%, 113.1% ratio (1,820/2,997). PY24 Target 59.0%, Actual 61.8%, 108.4% ratio (1,197/1,897). Change: +1.59%.
- Employment Rate Q4: PY23 Target 49.0%, Actual 59.9%, 125.5% ratio (1,846/3,085). PY24 Target 61.0%, Actual 57.4%, 94.1% ratio (1,250/2,177). Change: –3.68%.
- Median Earnings: PY23 Target \$7,300, Actual \$9,630, 132.7%. PY24 Target \$8,300, Actual \$10,404, 125.3%. Change: +7.37%.

Effectiveness in Serving Employers

- Retention with Same Employer: 68.5% (Titles I & III); overall 65.46% across Titles I–IV.
- Repeat Business Customer Rate: Declined to 21.6% (from 34.4% in PY23).

Waivers

Waiver allowing State Board to act as local board for Kauaʻi County continued. WIOA Title I services were delivered by the local Kauaʻi WDD/AJC office in PY 24. Kauaʻi staff has had ongoing training and technical assistance to aid in their provision of services. Although goals in PY 24 were not met in the Adult and Youth programs, Median Earnings within the DW program were the highest across the State. WP outcomes were largely met, with Kauaʻi having the second highest Median Earnings rate in the state even with the lowest population of the four major counties. Kauaʻi also has the lowest employment rate in the State at 2.6% in 2024 per UHERO (and is forecast to have the lowest in 2025). These factors likely influence the low engagement of its residents in WIOA programs. With a forecast of an increase in its unemployment rate to increase to levels comparable to the rest of the State in 2026 and beyond, extensive outreach will be planned to maximize the impact and utilization of WIOA programs in Kauaʻi.

Success Stories

Mia (Hele Imua Internship): After graduating from UH Mānoa with a B.B.A. in Management, Mia was eager to gain work experience that would help her launch a career with the State of Hawaiʻi. She learned about the Hele Imua Internship Program during a resource fair and decided to apply to gain firsthand experience working in a state office. In February 2025, Mia was placed with the Department of Health’s Alcohol and Drug Abuse Division. There,

she received training in a variety of administrative support functions and played an active role in the division's daily operations.

Will (QUEST): From intern to permanent School Custodian II.

Jenny (RESEA + QUEST): Career pivot to IT Specialist at Hilo Benioff Medical Center. When Jenny joined the RESEA program in September 2024, she brought with her years of experience and a strong work ethic, but also the uncertainty that comes with career transition. Having previously worked remotely in a high-paying role as a Scrum Master, Jenny faced an unexpected challenge upon returning to Hawai'i: the local job market didn't offer many opportunities that matched her experience or her previous salary level. That's when the QUEST Internship Program became her turning point. Encouraged to see this as an opportunity for growth, Jenny applied and was soon placed at the Hilo Benioff Medical Center (HBMC) as an IT Specialist Intern. She applied for and was offered a full-time position as an IT Specialist I at HBMC.

Kamahina (WIOA Youth): Kamahina was referred by a community organization on the island of Moloka'i to the WIOA Youth Program in Maui County, Goodwill Hawaii Ola I Ka Hana Youth Program (Ola). She relocated her family from Moloka'i as she was accepted to UH Maui College into the Dentistry program. Overcoming barriers of housing, and not being able to work due to the demands of the Dentistry program that she was enrolled in, Kamahina continued to persevere and focus on her goal.

Ola provided Kamahina with the support services needed for her to complete the course, including but not limited to scrubs, dental loupes, and school supplies, as well as assistance with paying for her tuition. Since completion of her degree, Kamahina has moved back to Moloka'i, was able to secure housing and employment, and currently works for Moloka'i Community Health Center as a full-time Dental Hygienist.

Jeremias (Adult + QUEST): Jeremias joined the Adult Workforce Innovation and Opportunity Act (WIOA) Program through a referral from QUEST employer Kohala Plants Inc., with the goal of enrolling in the QUEST Internship Program. He advanced from the internship to an OJT contract at Kohala Plants.

Idaho

Introduction

Idaho's workforce system demonstrated strong progress in PY24, focusing on aligning talent development with employer demand, expanding work-based learning, and improving access to services statewide. The Idaho Department of Labor (IDOL), Workforce

Development Council (WDC), and core partners collaborated to deliver integrated services through American Job Centers (AJCs), mobile units, and virtual platforms.

Use of State Funds

Governor's Reserve Fund Activities supported statewide MOU development, ETPL maintenance, program monitoring, and youth-in-need initiatives. Funded evaluation of workforce impact on SNAP recipients.

Major Initiatives & Activities

- Idaho LAUNCH: Expanded to connect high school seniors to in-demand jobs and training pathways.
- Talent Pipeline Management (TPM): Supported employer collaboratives in manufacturing, healthcare, construction, mining, broadband, and culinary arts.
- Work-Based Learning & Apprenticeships: 40+ Registered Apprenticeship sponsors; 48 programs; 1,875 apprentices (16% women).
- Youth Apprenticeship Readiness Grant and Apprenticeship Idaho Coalition continued expansion efforts.
- Educator Externship Program: 102 externs participated; WDC allocated \$750K for next three years.
- Sector Strategies: \$33.5M invested in STEM-focused programs; partnerships with Idaho.
- Tech Hubs for aerospace and nuclear energy.
- Mobile Service Delivery: 23 rural communities served; ADA accessibility training and fairs conducted.
- Hiring Events: 43 job fairs statewide.

Rapid Response: 19 employers received services; 13 filed WARN notices affecting 1,049 workers. Virtual Rapid Response orientations implemented; new Business Outreach Specialist planned for PY25.

Evaluations & Continuous Improvement

Ongoing study on SNAP recipients' employment outcomes and co-enrollment impact.

Data matching agreement finalized with Idaho DHW; preliminary analysis underway.

Idaho implemented a new customer satisfaction survey process in January of 2024 to address Customer Satisfaction within the state's AJCs and mobile locations.

Waivers

Allow the State Board to Act as the Local Board: The primary goal sought by this waiver is to reduce administrative costs and maximize the available money directed to career and training services, including work-based learning, and services to businesses and job seekers.

The State Board continues to act as Local Board under WIOA waiver, saving \$2.47M in administrative costs (34.48% of PY24 Title I-B allotment).

Performance & Accountability:

The state noted that its reported results for PY24 continue to show increases from previous years.

Employment Rate (Second Quarter Post Exit)

- Adults: PY23 Negotiated 81.4%, Outcome 74.1% | PY24 Negotiated 80.1%, Outcome 65.8%
- Dislocated Workers: PY23 Negotiated 80.1%, Outcome 80.0% | PY24 Negotiated 80.1%, Outcome 82.7%
- Youth: PY23 Negotiated 75.0%, Outcome 76.5% | PY24 Negotiated 77.8, Outcome 79.8%
- Wagner-Peyser: PY23 Negotiated 65.7%, Outcome 72.2% | PY24 Negotiated 68.5%, Outcome 73.0%

Employment Rate (Fourth Quarter Post Exit)

- Adults: PY23 Negotiated 80.4%, Outcome 73.5% | PY24 Negotiated 79.8%, Outcome 68.6%
- Dislocated Workers: PY23 Negotiated 81.0%, Outcome 76.2% | PY24 Negotiated 80.1%, Outcome 77.5%
- Youth: PY23 Negotiated 78.6%, Outcome 78.9% | PY24 Negotiated 80.9%, Outcome 79.6%
- Wagner-Peyser: PY23 Negotiated 66.2%, Outcome 69.8% | PY24 Negotiated 67.9%, Outcome 72.3%

Median Earnings (Second Quarter Post Exit)

- Adults: PY23 Negotiated \$7,025, Outcome \$8,204 | PY24 Negotiated \$7,650, Outcome \$7,871
- Dislocated Workers: PY23 Negotiated \$8,016, Outcome \$10,564 | PY24 Negotiated \$8,450, Outcome \$10,472
- Youth: PY23 Negotiated \$4,350, Outcome \$5,939 | PY24 Negotiated \$4,800, Outcome \$6,938
- Wagner-Peyser: PY23 Negotiated \$6,175, Outcome \$9,110 | PY24 Negotiated \$7,125, Outcome \$9,249

Credential Attainment Rate

- Adults: PY23 Negotiated 72.2%, Outcome 73.3% | PY24 Negotiated 70.0%, Outcome 80.0%
- Dislocated Workers: PY23 Negotiated 72.0%, Outcome 67.3% | PY24 Negotiated 69.8%, Outcome 58.5%
- Youth: PY23 Negotiated 51.5%, Outcome 53.7% | PY24 Negotiated 51.9%, Outcome 69.8%
- Wagner-Peyser: Not applicable

Measurable Skills Gains

- Adults: PY23 Negotiated 57.9%, Outcome 84.1% | PY24 Negotiated 58.2%, Outcome 93.1%
- Dislocated Workers: PY23 Negotiated 60.4%, Outcome 81.7% | PY24 Negotiated 61.1%, Outcome 85.9%
- Youth: PY23 Negotiated 50.0%, Outcome 80.9% | PY24 Negotiated 53.5%, Outcome 86.1%
- Wagner-Peyser: Not applicable

Retention with Same Employer: 72.2% (up from 70.8% in PY23).

Success Stories

Youth: Nathan gained work experience and part-time employment through WIOA Youth and VR collaboration.

Adult: Max transitioned from incarceration to employment through Equus Workforce Solutions.

Dislocated Worker: Fred overcame tech barriers to secure employment after layoff.

Wagner-Peyser: Glen regained confidence and secured a job after RESEA intervention.

Adult Education: Ruthie earned GED and enrolled in college despite significant barriers.

Registered Apprenticeship: Leonard completed culinary apprenticeship while incarcerated, transitioned to construction career post-release.

Illinois

Introduction

Illinois advanced its workforce system through innovation, equity, and cross-agency collaboration, aligning strategies with economic priorities such as clean energy, housing stability, and education. PY24 focused on sector partnerships, registered apprenticeships, incumbent worker training, and work-based learning to strengthen pathways into high-demand industries.

Use of State Funds

The Illinois Department of Commerce and Economic Opportunity (DCEO) is responsible for the WIOA statewide workforce activities in Illinois and provides resources for projects integrating workforce, education, and economic development services. DCEO supports the activities of the Illinois Workforce Innovation Board (IWIB), administers statewide workforce grants, and manages contracted projects to support the priorities of the IWIB as outlined in Illinois' Unified Workforce Plan.

Climate and Equitable Jobs Act (CEJA): Launched programs including Clean Jobs Workforce Network, Climate Works Pre-Apprenticeship, Energy Transition Navigator, and Returning Resident Job Training. Awarded 39 grants across five CEJA programs; four sites for returning residents.

Home Illinois Pilot: Integrated workforce and housing services to support individuals experiencing homelessness; focused on job training, employment, and housing stability.

Education & Apprenticeship Initiatives:

- Teacher Apprenticeship Pilot addressing educator shortages.
- Clean Energy Career Pathway Program and EV Curriculum Development with Rivian.

Registered Apprenticeships:

- Expanded through 13 Apprenticeship Specialists and 12 Intermediaries; additional 14 intermediaries planned.
- Incumbent Worker Training (IWT):
- Over 300 projects, nearly 2,000 workers trained at 200+ businesses.

Rapid Response: Managed 134 WARN notices, impacting 14,865 workers; conducted 97 workshops.

Layoff Aversion: Promoted WorkShare IL short-term compensation program via targeted outreach and social media.

National Dislocated Worker Grants (NDWGs): Continued administration of QUEST grants (\$16M total), serving nearly 2,000 participants in training and disaster relief employment.

Performance & Accountability

WIOA Title I programs (Adult, Dislocated Worker, and Youth) met all negotiated levels of performance for Program Year 2024.

Success Stories

Illinois showcased impactful stories of transformation through WIOA programs:

Moriah: Transitioned from unemployment to a full-time Clinical Medical Assistant after completing MedCerts training.

Theresa: Overcame personal challenges, gained tech and customer service skills, and secured employment with The Salvation Army.

Ronald: Earned CDL through WIOA scholarship and now drives professionally for NFI.

Amecia: Pivoted from layoff to nursing career via WIOA-funded LPN program; now pursuing RN degree.

Chico: Leveraged HVAC training to launch TruHome Heating and Air, employing 8 team members.

David: Completed CDL training and secured stable employment with St. Clair County Highway Department.

Businesses

ONSITE Woodworking: Hired six carpentry apprentices through WIOA partnerships.

Borter Heating & Air: Upskilled technicians via workNet DuPage training programs.

Decatur Industrial Electric: Upskilled 25 employees through IWT and leveraged OJT for new hires.

Clay County Hospital: Graduated first two RN apprentices in partnership with Illinois Eastern Community Colleges.

Rainbow International: Hired 12 OJT participants and upskilled staff through Incumbent Worker Training.

Rural Outreach Initiative: Tripled engagement in Piatt, Douglas, and Iroquois counties through community-based sessions.

Indiana

Introduction

Indiana continued to strengthen an integrated, data-driven workforce system in PY 2024, investing statewide funds to modernize performance tools and align service delivery across WIOA Title I (Adult, Dislocated Worker, Youth) and Title III (Wagner-Peyser Employment Service). The state met or approached targets on several primary indicators and reported notable gains in Measurable Skill Gains (MSG), while pursuing modernization of employer engagement and apprenticeship strategies.

Highlights include launch of redesigned public dashboards, continued expansion of Next Level Jobs (Workforce Ready Grants and Employer Training Grants), and system integration that improved timeliness and integrity of case data.

Indiana also advanced targeted evaluation capacity, planned “mini-evaluations” for PY 2025, and operated key waivers to enable in-school youth (ISY) access while maintaining focus on out-of-school youth (OSY).

Use of State Funds

DWD remains committed to leveraging the WIOA Governor’s Reserve Funds not only as a financial resource but as a strategic tool to drive innovation and system modernization. By aligning key platforms and streamlining data collection processes, the state is reducing duplication, improving data accuracy, and enabling staff to deliver more targeted and effective services.

A key milestone this year was the launch of redesigned WIOA [dashboards](#). These dashboards enable both DWD and local WDBs to monitor key performance indicators, identify trends, and make data-informed decisions that drive continuous improvement.

Integration of workforce systems, including the apprenticeship module and virtual engagement platform, with Indiana Career Connect (ICC) aims to streamline data, reduce duplication, and increase staff efficiency.

Evaluation capacity resourced via Governor’s Reserve to conduct targeted studies and sustain a dedicated evaluation role in the Performance & Data Integrity Unit.

State-Funded Initiatives

- Next Level Jobs – Workforce Ready Grant (WRG): 1,661 Hoosiers served in high-value certificate programs.
- Next Level Jobs – Employer Training Grant (ETG): 421 businesses; 4,569 workers upskilled in PY 2024; reimbursement up to \$5,000 per employee (cap \$50,000/employer). (p. 10–11 (PDF p. 10–11))

Rapid Response & Layoff Aversion

- WARN events: 45 notices; 4,186 workers affected; 88 events delivered, 14,065 attendees for workshops/job fairs.
- Layoff aversion services: 296 delivered—more than doubling PY 2023 results (goal: 117).

Migrant Seasonal Farmworkers (MSFW): In PY24, DWD’s Outreach Specialists met with more than 4,000 MSFW in PY24.

Evaluations

DWD continues to prioritize evaluation as a critical component of data-driven decision-making within its workforce system. These [dashboards](#) provide real-time, user-friendly access to key performance data.

Mini-evaluations planned for PY 2025 (e.g., Brick-and-Mortar ROI; Training impact; Employer engagement & impact), led by the new evaluation role in the state unit.

External collaboration: Ongoing partnership with Indiana Business Research Center (IBRC) to strengthen study design and analysis across workforce topics.

Continuous Improvement & Data Integrity

- Data entry quality controls: 3-day service entry limit; backdating reviews; quarterly validation consistent with TEGL 23-19 Change 2; PIRL sampling 95% confidence/15% interval; policy references linked.

- Customer satisfaction system: 23,155 AJC responses; overall customer satisfaction 97.56%; employer satisfaction 97.50%; QR code signage and reporting cadence improved response rates (+4.3% vs. PY 23).

Waivers

Youth Expenditures Waiver (OSY minimum reduced to 50%) to support ISY access (e.g., Jobs for America's Graduates (JAG)), increase co-enrollment, and maintain overall youth outcomes. JAG impact: Class of 2024, 97% graduation rate; co-enrollment expands access to 14 youth program elements.

State Board Membership Requirements Waiver history: Governor's Workforce Cabinet (GWC) functioned as State Workforce Development Board (SWDB) through late PY 24; legislation abolished GWC effective July 1, 2025, transferring SWDB responsibilities to DWD; SWDB reconstruction underway to align with WIOA requirements.

Performance & Accountability

There were no deficiencies in the primary indicators of performance.

Adult: Employment Q2 78.60% (target 79.00%); Median earnings \$8,840 (target \$7,700); MSG 82.80% (target 66.20%).

Dislocated Worker: Employment Q4 76.60% (target 76.00%); Median earnings \$10,096 (target \$8,219); MSG 76.90% (target 67.00%).

Youth: Employment Q4 80.10% (target 82.10%); Credential rate 69.20% (target 68.00%); MSG 77.30% (target 69.00%).

Success Stories

Registered Apprenticeship—Rural water systems: Alexis, a rural participant with barriers, completed a Wastewater Systems Operator apprenticeship and now serves as plant Superintendent—supported through cross-program funding and partner collaboration.

Registered Apprenticeship—Veteran transition: Kyle, USMC veteran, completed Carpentry apprenticeship via Helmets to Hardhats and now earns >\$33/hour as a union journeyman.

JVSG (Veterans): William, unemployed veteran, placed with Purdue's Materials Manufacturing Research Lab; annual salary \$75,000; case support coordinated by LVER/DVOP staff.

Employer Training Grant (ETG) testimonial: PCA Pharmacy reports success upskilling 10 employees on new software, improving day-to-day productivity.

Iowa

Introduction

Iowa Workforce Development (IWD) advanced its mission to create a Future Ready Workforce by aligning workforce programming under one state agency for streamlined service delivery. PY24 focused on work-based learning (WBL), sector strategies, registered apprenticeships, and integrated service models to support job seekers and employers statewide.

Use of State Funds

Governor's Reserve Funds supported MIS maintenance, policy updates, technical assistance, and State Workforce Board operations. Set aside funds in Iowa are used to pay for required activities related to grant and financial administration, monitoring and oversight, reporting, and disseminating and updating Eligible Training Provider data, providing technical assistance to local areas and staffing the State Workforce Board and performance accountability team. Additionally, set-aside funds support maintenance of the management information system for WIOA also known as IowaWORKS. Set aside funds support Iowa's WIOA e-Policy website, a one-stop shop for all WIOA policies, procedures, and forms for use by all workforce system stakeholders.

Youth Program Innovations: Expanded WBL opportunities (internships, job shadows, summer work experiences).

- Partnerships with iJAG, AEAs, Job Corps, and employers strengthened referral pipelines.
- Focused outreach to justice-involved and foster care youth.

Sector Strategies & Career Pathways:

- Healthcare Credentialing Grant: \$2.94M awarded to train/upskill 399 participants in high-demand healthcare roles.
- Expanded WBL models in EMS, utilities, IT, and cooperatives.

Registered Apprenticeships: Growth in healthcare and skilled trades; youth apprenticeship expansion prioritized.

Rapid Response: Supported 72 employers, delivered services to 6,938 workers via 106 WARN notices. Mobile Workforce Center deployed for 31 events, providing on-site job search and UI assistance.

Incumbent Worker Training (IWT): 103 employees from 20 employers upskilled in high-demand sectors (manufacturing, healthcare, IT, logistics).

Evaluations & Continuous Improvement

Iowa Workforce Development (IWD), in partnership with Iowa State University's Integrated Data System for Decision-Making (I2D2), conducted a preliminary evaluation of WIOA Title I programs. I2D2 was selected for its expertise in integrated data and prior experience with needs assessments and program evaluations for state agencies.

Key areas of analysis included:

- Participant Demographics: Who is being served, and are they representative of those who could benefit?
- Co-Enrollment: How often are participants enrolled in multiple programs?
- Barriers to Employment: What are the most commonly reported challenges?

In PY24, Iowa expanded its evaluation efforts in partnership with the Labor Market Information division, focusing on three key areas:

- WIOA Youth Work Experience Outcomes
- Sector Strategy Outcomes
- School Status at Program Entry

Customer Satisfaction: Iowa collects customer satisfaction data through its statewide data management system. In collaboration with local one-stop operators, state staff updated the customer survey to ensure consistency across all IowaWORKS centers. All local areas now use the same survey format, and results are accessible in real time for local analysis.

Individuals:

- 80% satisfied with overall services; 84% satisfied with staff assistance.
- Tech-related dissatisfaction (UI system) expected to improve after June 2025 integration.

Employers:

- 80% satisfied; 20% highly satisfied.

- New standardized statewide business survey launching December 2025.

Waivers

Reduced OSY expenditure requirement from 75% to 50%, enabling balanced youth programming. ISY participation increased to 22% (103 youth) vs. 21% in PY23.

As identified in the waiver, USDOL anticipated an increase in the number of in-school youth (ISY) served, with the performance accountability outcomes for the overall WIOA Youth - including both ISY and OSY - expected to remain stable or improve across most WIOA Youth performance indicators. In PY24, Iowa saw a one percent increase of ISY served and saw an increase in performance metrics related to Q2 and Q4 employment, Credential Attainment and Measurable Skills Gain.

WIOA Youth Served	PY23	%	PY24	%
Total Participants	594		459	
In-School Youth	125	21%	103	22%
Out-of-School Youth	469	79%	356	78%

Performance & Accountability

Data currently includes WIOA Title I Adult, Dislocated Worker, and Youth programs and WIOA Title III Wagner-Peyser. The [dashboard](#) can be filtered by program year and either quarterly or annual assessment outcomes.

Adult and Dislocated Worker programs exceeded most goals; slight shortfall in Adult Q4 employment and DW median earnings (still >90% of goal).

- Youth program met employment and MSG goals; fell short on credential attainment and median earnings (but >90% of goal).
- Wagner-Peyser exceeded all negotiated goals.
- Effectiveness in Serving Employers: 72.9% of participants retained employment with the same employer in Q2 and Q4 post-exit.

Success Stories

None provided.

Kansas

Introduction

The Workforce Innovation and Opportunity Act (WIOA) Annual Report for Kansas highlights statewide efforts to strengthen workforce services, support employers, and improve outcomes for job seekers. In PY2024, Kansas focused on expanding registered apprenticeships, enhancing virtual services, and addressing barriers for disadvantaged populations, including youth, veterans, and justice-involved individuals. Despite challenges such as rural outmigration and wage competitiveness, Kansas leveraged partnerships and innovative programs to deliver measurable results across Titles I-IV.

Use of State Funds

Governor's Reserve Funds supported:

- Opportunity Youth Program at Neosho County Community College, targeting out-of-school youth with multiple barriers.
- WorkReady Initiative: Promoted National Career Readiness Certificates to validate essential workplace skills.
- Workforce Innovation Conference: Hosted statewide event focused on workforce transformation through partnerships.

During PY2024, Kansas received 18 WARN notices impacting 3,715 employees and 25 non-WARN events affecting 838 employees.

Evaluations & Continuous Improvement

During PY2024/FY2025, Commerce completed evaluations for the Adult, Youth, and Dislocated Worker programs: Findings showed that supportive services had a positive effect on wages when comparing participants who received Supportive Services to those who had not had supportive services. Outcomes also demonstrated that participants who received supportive services were more likely to attain employment after exiting the program than participants who did not receive any supportive services.

The Youth Employment Related to Training Evaluation began in PY2022-PY2023, has been completed. Findings showed foster care youth aged participants had lower employment rates than youth participants overall. Trending, however, points to foster care participants attaining employment at a higher rate than before, while overall youth participants are showing a lower rate.

A PROWD and ReSPectWORKS Program Evaluation showed that participants in both programs receive significantly fewer services than justice-involved participants enrolled in other programs. The most common services provided to these participants as a result are resume review and assistance.

As Commerce completes the evaluations, a published version of the summative [report](#) is available.

Secret Shopper Project: In the summer of 2024, **KANSASWORKS** partnered with the Public Policy and Management Center (PPMC) at Wichita State University to develop and conduct a confidential “secret shopper” evaluation across 14 Workforce Centers. The evaluation identified several opportunities to strengthen customer service and improve consistency across Workforce Centers.

RESEA Program: The Kansas RESEA program is currently examining the impact it has on participant UI reciprocity and employment outcomes. The program has completed an evaluation for a proposed Randomized Controlled Trial (RCT) Design.

Waivers

Youth Funds Waiver: Approved to reduce out-of-school youth expenditure requirement from 75% to 50% for both state and local levels. The waiver increased youth served from 581 (PY2023) to 626 (PY2024); in-school youth served rose from 100 to 108.

This waiver is having a positive impact on those at-risk youth who are in school but need additional assistance from WIOA to stay in school and complete the necessary education that will eventually lead to better career options in the future.

Performance & Accountability

There were no deficiencies in the primary indicators of performance.

Success Stories

Youth with Disabilities: Kaitlyn gained skills and confidence through knectY program and assisted living placement.

Justice-Involved Individual: Christopher advanced from temp work to \ \$45/hour factory specialist role within 15 months via PROWD program.

Veteran Transition: Phillip secured housing and full-time employment within 24 hours of discharge through JVSG support.

Rapid Response Leadership: Southeast KANSASWORKS coordinated immediate services for Tyson Foods plant closure, minimizing disruption for affected workers.

Kentucky

Introduction

Kentucky's workforce system advanced collaboration and innovation during PY2024 (July 1, 2024 – June 30, 2025), serving more individuals and businesses through integrated WIOA programs and strategic partnerships. The state focused on aligning education and training with employer demand, expanding registered apprenticeships, and removing barriers to employment. Kentucky attracted \$1.15 billion in economic investment and created 1,400 new jobs with an average wage of \$27.54/hour, reinforcing confidence in its workforce.

Use of State Funds

Governor's Statewide Reserve Funds supported initiatives that strengthen workforce readiness and employer engagement.

New Investments:

- Kentucky Chamber of Commerce – Operational support for Statewide Workforce and Talent Team (SWATT).
- Iron Workers Local 70 – Welding and construction training for inmates.
- Finishing Trades Institute – Pilot trade readiness program for women in corrections.
- Secretariat Center – Equine training for active military and spouses.
- Kentucky Department of Corrections – Expanded technical training in CDL, HVAC, plumbing, and line work.
- Work Ready Communities Next Generation – Redesigned metrics for workforce readiness.

Continuing Programs:

- Code Kentucky – Expanded tech training to 72 counties.
- Everybody Counts – Youth-focused career planning and work-based learning.
- Electric Vehicle Workforce Coordinator – Advanced manufacturing workforce support.
- Kentucky Enterprise Engagement Suite – System enhancements and operational support for workforce initiatives.

Evaluations & Continuous Improvement

Ongoing statewide evaluations reviewed program effectiveness, labor market trends, and service delivery models. Findings informed sector strategies and continuous improvement efforts across Local Workforce Development Areas (LWDBs).

Kentucky continues to prioritize customer satisfaction as a cornerstone of workforce development service delivery.

Waivers

Status: No waiver requests were submitted to USDOL during PY2024.

Success Stories

Adult Education: After 32 years incarcerated, a Kentuckian pursued a GED through KCC Adult Education, gaining confidence and planning a career as a mortician.

Career Development: A dislocated worker transitioned to a lineman career with tuition and gear support from KCC.

National Dislocated Worker Grant: A tornado-impacted worker earned a CDL and secured employment through grant-funded training.

Louisiana

Introduction

Under Governor Jeff Landry and Secretary Susana Schowen, Louisiana Works advanced its mission to create a coordinated, customer-centered workforce system. PY24 focused on system alignment, regional workforce development, and integration of workforce and human services programs through initiatives like One Door to Work, which consolidates WIOA, SNAP E&T, and TANF programs for streamlined service delivery.

Use of State Funds

During Program Year 2024, Louisiana used Governor's Reserve Funds to support statewide workforce development activities that enhanced program performance, strengthened system alignment, and improved service delivery across Local Workforce Development Areas. Activities supported by these funds include conducting annual programmatic and fiscal monitoring reviews of all LWDBAs, providing assistance to ensure compliance with federal and state policies, supporting the development of corrective action plans, and delivering follow-up technical assistance as needed.

Major Initiatives & Highlights

One Door to Work Legislation: Effective October 2025, consolidates workforce and social service programs into a single system for job seekers and families.

Sector Strategies: Healthcare Sector Partnership launched Med Quest Summer Healthcare Camp for middle school students (34 participants, CPR certification, hands-on labs).

Incumbent Worker Training Program (IWTP): Funded \$585,942 for Electrical Training Alliance and \$573,339 for Entergy workforce training. SBET supported small businesses with standardized certifications and continuing education.

Registered Apprenticeship Expansion:

- Outreach in rural and underserved areas; employer-driven recruitment fairs; partnerships with LCTCS to develop RA programs in teacher education and healthcare.
- Introduced re-entry partnerships with sheriff's departments and promoted
- Fidelity Bonding for justice-involved individuals.

Rapid Response:

- Managed 43 company events, serving 2,777 impacted workers; 959 layoffs averted.
- Expanded Worker Transition Centers by 300% (from 8 to 32).
- Achieved 99.3% satisfaction rate from 273 evaluations.

Wagner-Peyser Services: Delivered 1,020,330 services to 89,782 job seekers and 38,781 services to 10,200 employers.

Evaluations & Continuous Improvement

Louisiana is strengthening its Eligible Training Provider (ETP) program list by adopting an outcomes driven and evidence-based approach to evaluating and approving training providers. As part of this effort the State is currently re-evaluating the ETP application process and corresponding rubric along with the performance rubrics.

Customer Satisfaction

- State-Level: Focus groups, pre/post surveys, and onsite observations at AJCs.
- Local-Level: QR code posters, digital surveys, and workshop feedback cards improved response rates.

Combined approach provided real-time insights for continuous improvement.

Performance & Accountability

Louisiana met or exceeded all primary performance indicators for WIOA Title I Adult, Dislocated Worker, and Youth programs.

Success Stories

None included.

Maine

Introduction

Maine's workforce system delivered strong results in PY2024 (July 1, 2024 – June 30, 2025), aligning with the state's refreshed 10-Year Economic Development Strategy ("2024 Reset") focused on talent development, innovation, and inclusive growth. Key achievements include expanded virtual services, strengthened employer engagement, and sector-based partnerships across healthcare, clean energy, tourism, retail, and forestry. Registered Apprenticeships (RA) and pre-apprenticeships grew significantly, improving access for underrepresented populations.

Use of State Funds

The Governor's Reserve funds are used to support part of the costs of Maine's WIOA performance reporting and case management system – Maine JobLink, the upkeep of the Eligible Training Provider List, staff to the State Workforce Development Board, coordination of industry partnerships and virtual workshops and virtual job fairs through the new Virtual American Job Center. The State did not use set-aside funds for special statewide initiatives this year.

The Rapid Response team provided Rapid Response services and information to 408 companies and WorkShare information to over 50 companies during program year 2024. Of the companies contacted, 62 employers laid off 1,335 employees who received rapid response services.

Wagner-Peyser ten percent funds continue to support CareerCenter access for speakers of languages other than English and staff development.

Evaluations & Continuous Improvement

During the 2024 Program Year, the Center for Workforce Research and Information (CWRI) continued to advance WIOA evaluation efforts. WIOA evaluation efforts are conducted primarily using the Maine Department of Labor (MDOL) longitudinal data warehouse.

During the 2024 program year, CWRI further developed and updated information from a [2023 evaluation report](#) that focused on WIOA Adult participants specifically by expanding the scope to include Dislocated Worker and Youth participants, with new participant and outcomes data, and more detailed employment and earnings measures. The updated [WIOA evaluation](#) was largely completed during the 2024 program year and was published on October 31, 2025.

Waivers

Pending Approval: Waiver to reduce out-of-school youth expenditure requirement from 75% to allow more in-school youth services.

PY23 waiver impact: Youth served increased from 367 (PY22) to 533 (PY24); 177 in-school youth participated in paid work experiences; 70 completed pre-apprenticeships.

Performance & Accountability

The State continues to meet or exceed negotiated measures; the only measure concerning at the end of the program year was the youth median earnings.

Adults: Employment Q2 – 68.5% (goal 71%); Median Earnings – \$8,347 (goal \$7,300).

Dislocated Workers: Employment Q4 – 81.8% (goal 76%); Median Earnings – \$11,346 (goal \$8,500).

Youth: Employment/Education Q4 – 70.8% (goal 70%); Median Earnings – \$3,902 (goal \$4,800).

Wagner-Peyser: Employment Q2 – 62.2%; Median Earnings – \$8,397.

Registered Apprenticeship Expansion

- 894 new apprentices; 1,386 pre-apprentices trained; 170 new sponsors.
- Pre-apprenticeships engaged women (38%) and individuals with disabilities (7%), improving diversity in RA programs.

Success Stories

Youth Engagement: Career Launch program partnered with South End Teen Center; over 40 youth completed career readiness workshops and field trips to employers.

Justice-Involved Individuals: Northeastern WDB implemented restorative practices training for staff and employers to improve retention.

QUEST Grant Impact: \$7M grant served 1,083 participants; median earnings rose from \$4,419 to \$8,764; total wages increased by \$2.1M; strong outcomes for long-term unemployed and marginalized populations.

Maryland

Introduction

Maryland advanced its workforce development goals in PY2024 (July 1, 2024 – June 30, 2025) through strategic investments in sector partnerships, registered apprenticeships, and youth programming. The state exceeded 13 negotiated performance measures and met 5, reflecting strong outcomes in employment, earnings, and skill gains. Initiatives such as Cyber Maryland, EARN Maryland, and 4th & Goal demonstrate Maryland's commitment to equity, access, and preparing the future workforce.

Use of State Funds

State funds included the following activities:

- 4th & Goal: \$250,000 investment to help adults complete GED® exams; 258 learners earned diplomas.
- Workforce Solutions to Address Homelessness (WS2AH): \$1M pilot bridging workforce and homeless services; supported job fairs and training, resulting in multiple job placements and CDL certifications.
- EARN Maryland: Additional \$10.5M allocated for occupational training and supportive services, impacting 2,900 Marylanders.

During PY 2024, Rapid Response activities in Maryland included:

- 91 Rapid Response activities, serving 46 employers;
- 4,155 services providing information about one-stop (AJC) systems and services to 2,849 employers;
- 2,611 job order assistance services to 1,200 employers;
- 2,121 job fair services supporting 1,030 employers;

- 172 employers provided with detailed Labor Market Information;
- 2,168 Job Development services for 967 employers;
- 1,073 Business Incentive & Retention services provided to 814 employers;
- 570 activities for Business Service Plan Development for 374 employers;
- 1,816 Mass Recruitment services provided to 939 employers;
- 133 employer workshops/seminars serving 91 employers;
- 82 services providing American Disabilities Act (ADA) accommodation information to 75 employers; and
- 124 reported dislocations events were filed with the State, impacting 10,975 workers: 93 Worker Adjustment and Retraining Notifications [WARNs]/Economic Stabilization Act Notices, 11 Reduction in Force (RIF) Notifications, and 20 Notices of Dislocation Events.

Evaluations & Continuous Improvement

Planned WIOA Core Program Evaluation: Procurement scheduled for 2026 that will assess training outcomes, ITA impact, and governance comparisons.

In March 2024, Maryland's Department of Legislative Services' Office of Program Evaluation and Government Accountability (OPEGA) completed an evaluation of workforce development programs and services in Maryland from 2018 to 2023. OPEGA identified gaps in integrated data systems and apprenticeship infrastructure; MD Labor responded with system enhancements and expanded RA opportunities.

This year, MD Labor's Division of Workforce Development and Adult Learning's (DWDAL) Performance Unit administered a customer service survey via Survey Monkey regarding the State's virtual one-stop: the Maryland Workforce Exchange (MWE).

Results showed that:

- 62.2% of the jobseekers reported being somewhat or very satisfied with the services MD Labor provided;
- 53.3% of jobseekers felt the services they received met or exceeded their expectations;
- 60.0% felt the services they received were ideal for individuals in their circumstances;
- 71.1% felt the staff was accessible and reachable;
- 64.4% of jobseekers trusted staff had a real interest in serving them;
- 73.3% would recommend workforce services to those who visited the MWE;
- 55.8% of respondents found the site helpful or very helpful; and
- 75.0% would recommend it to a friend.

The business-specific survey also consisted of 10 questions, which included items about how employers learned about business services available through the American Job Centers (AJCs).

- 65.4% felt the services through the MWE met or exceeded their expectations;
- 53.9% felt the services they received were ideal for employers in their circumstances;
- 53.9% were introduced to AJCs through the MWE;
- 57.7% felt the staff was accessible and reachable;
- 69.2% would recommend MWE services to their colleagues;
- 53.9% trusted that workforce staff had a real interest in serving them; and
- 50% found the MWE site helpful or very helpful.

Waivers

OJT Reimbursement Waiver: Increased reimbursement for small businesses (≤ 50 employees) to expand on-the-job training. Nine businesses utilized 10 OJT activities; goal of 10% increase not met but efforts continue.

Performance & Accountability

Maryland exceeded 13 measures and met 5 based on the negotiated goals for PY2024.

- Adults: Employment Q2 – 76.9% (96.2% of goal); Median Earnings – \$9,540 (113.6%).
- Dislocated Workers: Employment Q4 – 77.7% (97.7%); Median Earnings – \$10,608 (109.4%).
- Youth: Median Earnings – \$6,045 (131.4%); Skill Gains – 71.4% (125.2%).
- Wagner-Peyser: Employment Q4 – 66.7% (108.4%); Median Earnings – \$9,048 (120.6%).

Success Stories

Youth (LEAP Program): Princy transitioned from fast food to healthcare, completing phlebotomy training and clinicals despite transportation barriers.

Adult Education (4th & Goal): Tachina Pearson earned her GED after years of effort, opening doors to a law enforcement career.

EARN Maryland Impact: \$1 invested generates \$18.16 in economic activity; nearly 12,000 individuals placed into employment since inception.

JARC Welding Program: Mykell shifted from tech to trade, graduating and securing a union welding job at \$22/hour.

Massachusetts

Introduction

Massachusetts advanced its workforce development strategy in PY2024 (July 1, 2024 – June 30, 2025) through coordinated efforts across 16 MassHire Workforce Boards and 22 comprehensive Career Centers. The state exceeded or met most negotiated performance goals, expanded registered apprenticeships, and invested in employer-driven training programs. Despite economic fluctuations, Massachusetts maintained strong employment outcomes and introduced innovative tools like the MassHire JobQuest Virtual Pathway to enhance accessibility.

Use of State Funds

The Massachusetts Workforce Training Fund Program (WTFP), operated by Commonwealth Corporation, provides Massachusetts businesses with resources to invest in the skills of their workforce. Financed by Massachusetts employers, in PY24, WTFP offered matching grants up to \$125,000 to offset costs of training workers. In PY24, the Workforce Training Fund Program awarded two types of grants to Massachusetts businesses. Businesses who are eligible to participate must contribute to the Workforce Training Fund Program via a surcharge on Unemployment Insurance payments. These grants support training for thousands of workers and improve the competitiveness and productivity of thousands of businesses across the Commonwealth. The types of grants are described below.

General Program: Businesses of any size are eligible to apply. (Intermediaries may lead to a consortium application.) In PY24, businesses could request up to \$125,000, for up to two years, to support training for their workforce. Grant funds must be matched dollar-for-dollar in cash or in-kind (including wages paid to employees during training).

Express Program: Small businesses with 100 or fewer Massachusetts employees are eligible to apply for grants to cover training selected from a database of over 4,500 registered courses. In PY24, businesses could receive up to \$15,000 per calendar year; the maximum payment per trainee per course was \$3,000.

The Division of Apprentice Standards currently services more than 500 Registered Apprenticeship programs supporting over 9000 apprentices annually.

- \$3M in GROW grants
- \$480K in Apprenticeship Tax Credits to 20 employers
- 108 new programs approved
- 4,359 apprentices registered.

To meet customer needs, Rapid Response has adopted virtual service delivery in addition to in-person services. In FY25, the team received 101 WARN Notices and engaged with 312 companies experiencing closures, layoffs, or furloughs, collectively impacting 15,771 employees.

Evaluations & Continuous Improvement

Customer satisfaction surveys:

- Job Seekers: 83.3% overall satisfaction.
- Employers: 86.1% overall satisfaction.

Waivers

Status: No waivers requested or in process during PY2024.

Performance & Accountability

Massachusetts exceeded or met all goals for PY2024.

Title I Adult Program

- Employment Rate Q2: Negotiated Goal 73.5%, Actual 68.8%, 93.7% of goal
- Employment Rate Q4: Negotiated Goal 75.0%, Actual 70.2%, 93.6% of goal
- Median Earnings Q2: Negotiated Goal \$7,900, Actual \$8,180, 103.5% of goal
- Credential Attainment: Negotiated Goal 68.0%, Actual 60.1%, 88.4% of goal
- Measurable Skill Gain: Negotiated Goal 41.5%, Actual 60.1%, 144.7% of goal

Title I Dislocated Worker Program

- Employment Rate Q2: Negotiated Goal 78.0%, Actual 76.2%, 97.7% of goal
- Employment Rate Q4: Negotiated Goal 81.0%, Actual 76.0%, 93.8% of goal
- Median Earnings Q2: Negotiated Goal \$12,000, Actual \$13,538, 112.8% of goal
- Credential Attainment: Negotiated Goal 70.0%, Actual 65.4%, 93.4% of goal
- Measurable Skill Gain: Negotiated Goal 45.0%, Actual 70.7%, 157.0% of goal

Title I Youth Program

- Employment/Education Rate Q2: Negotiated Goal 75.0%, Actual 70.2%, 93.5% of goal
- Employment/Education Rate Q4: Negotiated Goal 72.0%, Actual 72.1%, 100.1% of goal
- Median Earnings Q2: Negotiated Goal \$4,500, Actual \$5,105, 113.4% of goal
- Credential Attainment: Negotiated Goal 60.0%, Actual 68.7%, 114.5% of goal
- Measurable Skill Gain: Negotiated Goal 45.0%, Actual 62.8%, 139.7% of goal

Title III Wagner-Peyser Employment Service

- Employment Rate Q2: Negotiated Goal 63.5%, Actual 63.5%, 100.0% of goal
- Employment Rate Q4: Negotiated Goal 67.0%, Actual 66.9%, 99.8% of goal
- Median Earnings Q2: Negotiated Goal \$9,500, Actual \$11,183, 117.7% of goal

Success Stories

None included.

Michigan

Introduction

Michigan advanced its workforce development goals in PY2024 through the launch of the Michigan Statewide Workforce Plan, focused on increasing postsecondary credential attainment, growing the middle class, and supporting business growth. The plan aims to raise the percentage of working-age adults with a credential or degree from 51.8% to 60% by 2030, add 75,000 middle-class households by 2027, and strengthen talent pipelines for employers. The Michigan Workforce Development Board (WDB) and the Department of Labor and Economic Opportunity (LEO) collaborated to align workforce and economic development strategies, reduce duplication, and leverage discretionary funding.

Use of State Funds

During PY 2024, Michigan provided Governor's Reserve funding to support several significant projects. In addition to those described in the State Strategies section, these projects include the following:

- Capacity Building & Professional Development: 2,685 partners trained on topics like mental health, apprenticeships, and HR practices.
- High Concentration of WIOA Youth: 1,116 participants entered work experiences; 746 completed them.
- Career Exploration Events: 23 events hosted, engaging 900 employers and 43,380 attendees statewide.
- Young Professionals Initiative: Served 889 youth ages 14–24 to reduce youth unemployment.

In partnership with USDOL Office of Apprenticeship, the State of Michigan has contributed to apprenticeship expansion through support of sector partnerships, employer incentives, the establishment of the Apprenticeship Learning Network and the launch and implementation of the Apprenticeship Success Coordinator function with the MWAs

network, all cultivating new RA opportunities across the state. Partnership with and co-enrollment in WIOA is encouraged to engage participants with basic, career, individualized and support services.

Rapid Response: In PY 2024, WD received 82 WARNs related to dislocation events across Michigan. These notices covered an estimated 10,484 impacted workers.

Evaluations & Continuous Improvement

WD partnered with the Michigan Department of Technology, Management, and Budget's Michigan Center for Data and Analytics (MCDA) to evaluate the long-term outcomes of WIOA Title I programs. The initial evaluation explored the long-term effects of WIOA services on labor market outcomes, including employment, retention and earnings. This study primarily used data from two sources: OSMIS and Unemployment Insurance Agency (UIA) wage records. The evaluation tracked 554,953 individuals who registered in WIOA programs in Calendar Years (CY) 2017 and 2018 and followed their labor market outcomes for five years after program exit.

Long-Term Outcomes Study: Tracked 554,953 WIOA participants over five years; wages increased by 26% (Adult), 20% (Dislocated Worker), and 32% (Wagner-Peyser).

MCDA is also conducting a Return on Investment (ROI) analysis for training provided for WIOA participants through the Eligible Training Provider List (ETPL). Preliminary findings show positive returns on training investments; final report expected December 2025.

Industry Migration Study: Planned for early 2026 to analyze post-program employment trends by sector.

The annual labor market report may be found in the MCDA 2024 Michigan Annual [Economic Analysis Report](#), and monthly publications may be found at the [MCDA 2024 Michigan's Labor Market News](#).

Waivers

Youth Program Waiver: Reduced out-of-school youth expenditure requirement from 75% to 50%; eliminated OSY minimum for statewide activities. Flexibility of funding has increased Michigan's ability to provide resources to meet the needs of all youth populations to ensure they have access to quality workforce development programming. The number of In-School Youth (ISY) served in PY 2024 was 1,726, a decrease from 1,947 in PY 2023. Although the number of ISY served did not increase from PY 2023 to PY 2024, the percentage of ISY who participated in work experience increased by 3%.

Incumbent Worker Training Waivers: Increased funding threshold from 20% to 50%; reduced employer match to 10%. In PY 2024, 351 participants received IWT. Progress toward achieving the IWT waivers' intended results has been gradual. This is likely attributed to Michigan's highly successful Going PRO Talent Fund (GPTF), which grants state funding awards to employers to assist in training, developing and retaining current and newly hired employees. The FY 2026 award for GPTF saw a 42% decrease. Therefore, Michigan is expecting an increased need for the use of the flexibility provided by the above IWT waivers.

WDB Membership Waiver: Adjusted board composition to enhance educational partner engagement. Michigan was approved for a waiver of the Michigan WDB membership requirements at WIOA Section 101(b)(1) and (c) and the corresponding regulations at 20 CFR 679.110(b)-(c) to substitute the WIOA state WDB membership requirements with alternate requirements, which specify board membership, chairperson and category/sub-category representation requirements for PYs 2024 and 2025. Changes in the structure and operation of the state WDB support increased engagement of educational partners and better address the employment and skill needs of Michigan workers and job providers. The composition also provides an enhanced opportunity for the creation of innovative solutions that address the challenges employers in key sectors are facing. An increase in Michiganders possessing postsecondary credentials is also an anticipated outcome. The average percentage of participants obtaining credentials increased in all WIOA programs from PY 2023 to PY 2024.

Performance & Accountability

When comparing the negotiated levels of performance to the actual levels of performance, Michigan met all performance measures for PY 2024 and exceeded 13 of the 18 negotiated rates. Of the five areas that did not exceed negotiated rates, four were within 2% of the negotiated target rate:

Adult

- Employment Rate Q2: 98.0%
- Employment Rate Q4: 96.2%
- Median Earnings Q2: 115.1%
- Credential Attainment: 100.4%
- Measurable Skill Gains: 118.3%
- Overall State Program Score: 105.6%

Dislocated Worker (DW)

- Employment Rate Q2: 102.0%

- Employment Rate Q4: 99.0%
- Median Earnings Q2: 120.3%
- Credential Attainment: 102.4%
- Measurable Skill Gains: 117.3%
- Overall State Program Score: 108.2%

Youth

- Employment Rate Q2: 99.4%
- Employment Rate Q4: 98.5%
- Median Earnings Q2: 134.4%
- Credential Attainment: 103.0%
- Measurable Skill Gains: 122.6%
- Overall State Program Score: 111.6%

Wagner-Peyser (W-P)

- Employment Rate Q2: 106.7%
- Employment Rate Q4: 107.2%
- Median Earnings Q2: 116.1%
- Credential Attainment: Not applicable
- Measurable Skill Gains: Not applicable

Success Stories

Adult Program: Brock earned his CDL and secured a \$18/hour job within weeks of high school graduation.

Dislocated Worker: Amy transitioned from retail to project management, doubling her wage to \$28/hour.

Youth Program: Abigail moved from restaurant work to a carpentry apprenticeship, now earning \$23/hour.

Out of School Youth: Jermaine was offered a work-experience with The City of Saginaw, assisting at the water treatment plant. Now he's employed as a Water Treatment Worker, earning \$16.87 and enrolled in college to become Electrical Lineman.

Business Services: Michigan Works! helped Ollie's Bargain Outlet hire 50 employees through job fairs.

Minnesota

Introduction

Minnesota's workforce system demonstrated resilience in PY2024 amid tight labor market conditions, demographic shifts, and sectoral transitions. The state maintained a 3.2% unemployment rate and 68.2% labor force participation, among the highest in the nation. Health Care & Social Assistance remained the fastest-growing sector, while Retail Trade and Finance experienced stagnation. Employers reported 120,500 job vacancies with a vacancy rate of 4.3%, signaling persistent workforce shortages.

Use of State Funds

Minnesota utilizes the Governor's Reserve to strengthen the state workforce system and support effective implementation of WIOA programs. Funds supported compliance, monitoring, data validation, and performance management, enhanced career exploration tools and AI exposure analysis for workforce planning.

The Minnesota LMI team supported WIOA programs by providing timely data, custom analysis and strategic labor market insights. This included regional employment projections, targeted industry and occupation analysis, support for local and regional planning efforts and real-time labor market dashboards.

The LMI office continues to develop, enhance and update data in online tools to assist people in investigating careers and preparing for their future, with a focus on identifying high-growth industry sectors and occupations and providing information about these career path opportunities in a variety of easy-to-use ways to stakeholders.

In PY24, Rapid Response assisted 9,918 individuals impacted by layoffs; processed 44 WARN notices.

Evaluations & Continuous Improvement

Minnesota evaluates WIOA programs under 20 CFR § 682.200. For Title I Adult and DW Programs, the following evaluations have been or will be conducted:

SVI Social Vulnerability Index (SVI) Study: Targeted outreach to marginalized communities using interactive maps. This study used the [Centers for Disease Control and Prevention's Social Vulnerability Index \(SVI\)](#) to assess how Title I programs served Minnesotans from the most marginalized parts of the state, based on zip codes. As a result, DEED set a goal to increase the percentage of people they serve from the most marginalized parts of the state (defined using the SVI). PTM worked with WIOA Adult and DW programs to establish

baselines for Title I adult programs and create [interactive, multi-layered maps and measures](#) to help program staff target outreach.

COVID-19 Impact Study: Confirmed Title I programs pivoted to serve more diverse populations post-pandemic. PTM partnered with DEED's Labor Market Information (LMI) team to determine if programs are adequately set up to serve Minnesotans who were most affected by the COVID-19 Pandemic. The [initial results](#) indicate that Title I Adult programs have pivoted and served a more diverse customer base across every measure of marginalization we analyzed following the COVID-19 Pandemic.

Youth Analysis: DEED's PTM team conducted an analysis of youth workforce programs' efforts to serve youth with the highest needs. PTM leveraged SVI metrics to identify the most vulnerable zip codes across the state of Minnesota. These zip codes were cross referenced with WIOA Youth participant data and the results showed that nearly 9 out of 10 youth served in WIOA Youth live in one of Minnesota's most vulnerable zip codes. The PTM analysis reaffirms the notion that Minnesota's WIOA Youth service providers are meeting the spirit of WIOA and administering programs that are accessible to Minnesota's most vulnerable youth.

Employment Transition Model (ETM) Grant: DEED secured a 5-year federal discretionary grant from the Office of Disability Employment Policy (ODEP) focused on youth with disabilities. Minnesota's participating Local Workforce Development Areas will co-enroll a significant number of youth into WIOA Youth the Employment Transitions Model (ETM) Grant program. The ODEP has contracted with ABT Global for evaluation of the ETM program and the evaluation will identify how comprehensive wrap around services and family involvement impacts the transition of Youth with disabilities from support systems to independence and participation in the adult labor force. The evaluation is ongoing throughout the 5-year grant and the results will be published by ABT Global and the U.S. DOL.

Customer Satisfaction

- Survey of 5,403 CareerForce customers; 1,087 responses (20% response rate).
- 89% satisfied with one-on-one services; 71% confident services will help find a job.
- Net Promoter Score (NPS): 19, down from 32 in 2022.
- Key feedback: more employer connections, job placement assistance, and creative hiring strategies.

Waivers

Youth Program Waiver: Seven of 16 Local Workforce Development Areas (LWDAs) allowed OSY expenditure at 60% instead of 75%, enabling enhanced services for homeless and foster care youth.

Performance & Accountability

Minnesota met or exceeded all WIOA performance indicators.

PY24 Outcomes to Negotiated Target (Preliminary)

WIOA Adult

- Q2 Employment: 96.2%
- Q2 Earnings: 115.3%
- Q4 Employment: 99.7%
- Credential Attainment: 104.7%
- Measurable Skill Gain: 102.6%

Dislocated Worker

- Q2 Employment: 100.4%
- Q2 Earnings: 117.6%
- Q4 Employment: 97.9%
- Credential Attainment: 106.3%
- Measurable Skill Gain: 104.4%

WIOA Youth

- Q2 Employment/Education: 93.7%
- Q2 Earnings: 118.7%
- Q4 Employment/Education: 96.0%
- Credential Attainment: 95.3%
- Measurable Skill Gain: 119.1%

Wagner-Peyser

- Q2 Employment: 100.2%
- Q2 Earnings: 125.1%
- Q4 Employment: 98.3%
- Credential Attainment: N/A
- Measurable Skill Gain: N/A

Success Stories

AI Skills Training for Youth: Partnerships with Minnesota State IT Center of Excellence to integrate AI into career planning.

Pre-Apprenticeship Training Prepares Job Seekers for Registered Apprenticeships: [Tonia shares how MnDOT-DEED construction training changed her life](#) by moving her from low wage jobs to a family-sustaining wage career. After completing the MnDOT-DEED Pre-Apprentice Highway Construction Training Program, Tonia became a Cement Finishers Union Apprentice Laborer. Tonia says that now, for the first time in years, she is financially independent, and she loves going to work every day. She is grateful for getting a start on her new career path thanks to the MNDOT-DEED training.

Serving Employers and Veterans: [A global company based in Minnesota meets many prospective employees at the 19th Annual Veterans Career Fair](#) Donaldson Company has participated in this annual event several times and again hired a veteran at the May 2025 event. One of the representatives at the Donaldson Company booth at the 2025 Veterans Career Fair is a current member of the Minnesota National Guard and was hired by Donaldson Company a few years ago.

Mississippi

Introduction

Mississippi's workforce system in Program Year 2024 (July 1, 2024 – June 30, 2025) focused on innovation, inclusivity, and data-driven strategies to meet labor market needs. The report highlights collaboration among state agencies, local workforce development areas (LWDAs), educational institutions, and employers.

Use of State Funds

Governor's Discretionary funds are used to provide statewide employment and training services that are required by WIOA.

Mississippi's Governor also directs some of these funds toward other statewide allowable employment and training services, such as pilot programs to serve individuals with barriers to employment, improving coordination with the state agency providing adult education and literacy, and demonstration projects to meet the employment or training needs of adults and dislocated workers.

Grantees this year include:

- Mississippi Community College Board (MCCB)/ East MS Community College
- Institute for Disability Studies at the University of Southern Mississippi (USM)
- New Albany School District
- South Delta Planning and Development District (Delta LWDA)
- Three Rivers Planning and Development District (MS Partnership LWDA)

Veterans Served: 376 (10% increase Year over Year)

Rapid Response: Assisted 1,920 employees from 24 businesses

Evaluations & Continuous Improvement

Customer Satisfaction: Job Seekers: 80.1% and Businesses: 74.4%

Waivers

For program years 2024-2025, Mississippi requested a waiver associated with the requirements at WIOA Section 129 (a)(4)(A) and 20 CFR 681.410, which requires not less than 75 percent of youth funds be used for Out-Of-School Youth (OSY).

This waiver request is consistent with the MS WIOA Combined State Plan and its “no wrong door” strategies. Increasing the percentage of funding available to In-School Youth (ISY) will open doors to work experience, pre-apprenticeship programs, and career pathways for at-risk students.

This model has significantly increased early identification of eligible youth and created a seamless handoff from school-based advising to WIOA services. Without the 50/50 waiver, their ability to support ISY within this structure would be substantially limited.

Performance & Accountability

Adult Program

- Employment Rate 2nd Quarter After Exit: Negotiated 90.0%, Actual 87.4%
- Employment Rate 4th Quarter After Exit: Negotiated 89.4%, Actual 88.2%
- Median Earnings 2nd Quarter After Exit: Negotiated \$7,699, Actual \$8,358
- Credential Attainment Rate 4th Quarter After Exit: Negotiated 67.1%, Actual 77.1%
- Measurable Skill Gain: Negotiated 67.0%, Actual 78.3%

Dislocated Worker Program

- Employment Rate 2nd Quarter After Exit: Negotiated 78.8%, Actual 81.3%
- Employment Rate 4th Quarter After Exit: Negotiated 79.3%, Actual 80.9%

- Median Earnings 2nd Quarter After Exit: Negotiated \$6,868, Actual \$7,546
- Credential Attainment Rate 4th Quarter After Exit: Negotiated 70.0%, Actual 80.2%
- Measurable Skill Gain: Negotiated 66.8%, Actual 78.5%

Youth Program

- Employment Rate 2nd Quarter After Exit: Negotiated 86.8%, Actual 84.9%
- Employment Rate 4th Quarter After Exit: Negotiated 85.7%, Actual 86.3%
- Median Earnings 2nd Quarter After Exit: Negotiated \$3,390, Actual \$3,744
- Credential Attainment Rate 4th Quarter After Exit: Negotiated 71.6%, Actual 76.6%
- Measurable Skill Gain: Negotiated 74.7%, Actual 67.6%

Wagner-Peyser Program

- Employment Rate 2nd Quarter After Exit: Negotiated 79.5%, Actual 77.2%
- Employment Rate 4th Quarter After Exit: Negotiated 78.8%, Actual 77.2%
- Median Earnings 2nd Quarter After Exit: Negotiated \$5,981, Actual \$6,042

Success Stories

Elijah Brown enrolled in Coahoma Community College's HVAC program, where he earned his EPA Certification and successfully graduated.

Ivy Wade enrolled in the WIOA Out-of-School program during Program Year 2024 and is currently in the Follow-Up phase. Ivy was hired by the Warren-Washington-Issaquena-Sharkey Community Action Agency as a Personal Care Assistant, where she provides individualized care to her assigned clients.

David Thomas enrolled in the WIOA In-School Pharmacy Tech program on February 24, 2025. He successfully completed the Pharmacy Tech program.

Lamareya Williams enrolled in the WIOA Out-of-School Program and enrolled in the welding program at Mississippi Delta Community College (MDCC). She completed work readiness training and began a 200-hour clerical aide placement at Lean On Me, LLC through the WIOA Program. Her supervisor, Latoya Rush, introduced her to personal care assistance, which sparked Lamareya's interest. She completed training, earned certification, and was hired full-time as a Personal Care Assistant after finishing her placement. Around the same time, she also earned a one-year welding certificate from MDCC.

Sammie Golliday, 57, was laid off from a manufacturing job in October 2024. Sammie completed training and earned his Class B CDL with a passenger (P) endorsement. He later

added a school bus (S) endorsement and began working as a Head Start bus driver in a rural area, finding both stability and fulfillment in his new role.

Kenya Kizart came to the NWCC WIN Job Center ready for a career change. She enrolled in the Medical Office Technology program at Northwest Mississippi Community College to pursue her goal of working in the medical field. Today, Kenya is gainfully employed and financially stable.

Through a partnership with SMPDD and TDWDA, Bollinger Shipyards launched a Shipfitter Bootcamp to train new generations of skilled shipbuilders.

Missouri

Introduction

Missouri's workforce system focused on building an educated and skilled workforce aligned with employer needs. The Office of Workforce Development (OWD) partnered with education and industry to strengthen career pathways, expand registered apprenticeships, and improve access to services. Governor Mike Kehoe's Workforce of the Future Challenge emphasized career and technical education (CTE), early career exploration, and work-based learning.

Use of State Funds

Career Opportunity for Youth (COTY)

The Career Opportunity for Youth (COTY) initiative is a partnership between local workforce development boards, OWD, and Missouri high schools. The project connects students not pursuing education or training after high school with Job Center services, career exploration opportunities, and paid work experiences with local employers.

Special Projects: Building the workforce pipeline cannot be accomplished by the public workforce system alone. Many community partners are working throughout the state, targeting services and programs specific to the area's needs. OWD provides funding to enhance services to projects that are making a difference in Missouri's communities. An example is support for Missouri's Jobs for America's Graduates (JAG) program. JAG focuses on students with academic potential that face barriers such as poverty, family challenges, and personal trauma, providing the tools and supports for success.

During PY 2024, Missouri's Rapid Response Team coordinated and organized 76 events and provided information to 7,581 affected workers.

OWD is actively working with many state agencies in the Missouri Reentry Process. During PY 2024, just over 700 individuals were enrolled in the Wagner-Peyser program and received workforce services. On July 1, 2025, a dedicated team of OWD reentry staff began providing services in Missouri's 19 Adult Correctional Facilities, ensuring assistance to more individuals preparing for employment.

The Work Ready Communities initiative empowers Missouri's counties with data, processes, and tools to drive economic growth. In Missouri, 99 counties are Certified Work Ready Communities, with an additional 13 counties working toward certification. Last year over 14,200 WorkKeys assessments were administered, providing a recognized credential to individuals seeking employment that met the score threshold.

Evaluations & Continuous Improvement

[An Evaluation of Barriers: How Workforce Innovation and Opportunity Act Services Affect Employment Outcomes](#), was completed in PY 2023. Data was queried from the case management system and explores barriers identified by WIOA Adult, WIOA Dislocated Worker, and WIOA Youth participants, the types of services provided to individuals with barriers, and how outcomes may be affected based on the services. The analysis confirms that a significantly higher number of individuals were employed after receiving services, indicating that the assistance was beneficial to Missourians becoming employed, reemployed, and/or advancing career opportunities.

[Key Trends in Changing Customer Characteristics: Missouri Evaluation](#), explores how the typical Job Center customer has changed over time. Data was queried from the case management system for PY 2019 through PY 2023 and was analyzed to identify shifts in the characteristics of customers. Key takeaways from the research were discussed with Job Center staff members as a way to verify the research with experiences in the Job Center, as well as discuss best practices for serving today's customer.

Planned Projects: Predictors of success and pilot programs connecting high school students to work-based learning.

Program Year 2024 began the second year of measuring customer satisfaction using the new automated system. Job Seekers: 3,802 responses; 87% satisfaction; 94% would recommend Job Centers. Employers: 173 responses; 84% satisfaction.

Waivers

Out-of-School Youth Expenditure Waiver USDOL approved Missouri's waiver (WIOA Section 129(a)(4)(A) & 20 CFR 681.410) request to reduce the WIOA Out-of-School Youth (OSY) expenditures from the 75 percent requirement down to 50 percent for PY 2024 and

PY 2025. Missouri has received this waiver for a total of 6 consecutive program years. This waiver provides flexibility to the state and local areas to serve more ISY with work experience, pre-apprenticeship, registered apprenticeship, and other work-based learning opportunities.

In-School Youth Individual Training Accounts Waiver USDOL approved the waiver (WIOA Section 20 CFR 681.550) request to allow WIOA individual training accounts (ITA) for ISY, ages 16-21 for PY 2024 and PY 2025. This waiver request provides the state and local areas the flexibility to serve more youth in classroom training and registered apprenticeship training, regardless of school status.

From PY 2020 through PY 2022, the use of these two waivers has steadily increased the number of ISY served using WIOA funds. The number of youth served in PY 2023 decreased compared to the previous program year. The number of ISY served increased to 422 in PY 2024, a 15 percent increase compared to the previous program year.

On-the-Job Training Waiver Missouri had an approved waiver (WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b)) request to increase On-the-Job Training (OJT) employer reimbursement up to 90 percent through June 30, 2026. During PY 2024, 36 individuals were served through OJT. Of the 36 OJT enrollments, 9 individual agreements were established using the 90 percent reimbursement rate. All increased reimbursements occurred under Missouri's QUEST (Quality Jobs, Equity, Strategy and Training) dislocated worker grant.

Incumbent Worker Training Waiver Missouri has an approved waiver (WIOA Section 134(d)(4) and 20 CFR 680.800(a)) allowing LWDBs to reserve more than 20 percent of WIOA Adult and Dislocated Worker funds for incumbent worker training (IWT). This waiver increased the threshold for IWT from 20 percent to 50 percent through June 30, 2026. In PY 2024, the Apprenticeship and Work-Based Learning Team approved 7 incumbent worker training applications, serving 55 individuals across two workforce regions. Although a small decline was realized in employers served, regions continue to offer this service to Missouri workers and businesses.

Performance & Accountability

Missouri met or exceeded all WIOA performance indicators. As a state, Missouri met at least 90 percent of all performance goals.

Success Stories

None included.

Montana

Introduction

Montana advanced an integrated, employer-driven workforce system in PY2024, anchored by the 406 JOBS strategy and major technology modernization (EmployMT) to improve data quality and performance management. The state expanded Registered Apprenticeship pathways (including teaching and childcare), strengthened Rapid Response capacity for large layoffs, and improved reporting and provider support—contributing to Adult and Dislocated Worker programs meeting or exceeding most targets. Youth outcomes improved in credentials and measurable skill gains, with employment indicators still below targets.

Use of State Funds

During PY2024, MTDLI did not fund any statewide activities using the Governor’s Reserve Funds.

National Dislocated Worker Grants (NDWGs): Lumber Mill Employment Recovery NDWG: \$800,000 (7/7/2024–7/7/2026); 50 participants enrolled as of Sept 2025.

Sibanye-Stillwater Mine Recovery NDWG: \$3,500,000 (10/1/2024–9/30/2026); 82 participants enrolled as of Sept 2025.

Technology Modernization (EmployMT): Two-phase deployment (staff portal in Aug 2024; public portals in May 2025) to streamline Participant Individual Record Layout (PIRL) reporting, registrations, referrals, and RESEA/Wagner-Peyser integration.

Business Engagement & Layoff Aversion: Engagement with 4,000+ employers; enhanced services to 1,000+ businesses; direct support to 770 employers including sector trainings and work-based learning pilots.

The agency also maintained a set of [dashboards](#) tailored to the needs of the SWIB, assuring the board had easily accessible information about both local and statewide labor market information to inform their strategic work.

Montana’s new management information system, EmployMT, was designed to streamline reporting through improved and updated data collection that is flexible across program enrollments.

Evaluations & Continuous Improvement

MTDLI updated its in-depth analysis of Montana Registered Apprenticeship Program (MRAP) participation trends and apprentice outcomes. By matching MRAP participation to

Unemployment Insurance (UI) wage records, the analysis looks at actual employment and wage outcomes for apprenticeship trainees. Results of the work show the strong program outcomes of MRAP, including above average rates of employment, retention in the workforce, and wage earnings. This work demonstrates the value of apprenticeship to potential trainees and as a workforce training model.

Employment Projections (2023–2033): MTDLI published a set of employment projections for occupational job growth from 2023-2033 in the state. Statewide occupational growth projections by education and earnings; highlights top-growing occupations and MRAP-aligned fields.

Teacher Compensation Report: MTDLI produced a report on teacher compensation to meet the needs of stakeholders working to improve starting teacher pay in Montana. Statewide analysis informed STARS Act teacher pay investments and supported creation of the teacher Registered Apprenticeship launching in the 2026–2027 school year.

Sector Analyses: In early 2025, in coordination with the Executive Director of the SWIB, MTDLI began work on a series of reports for five sectors targeted by the state’s 406 JOBS initiative which established a coordinated workforce strategy emphasizing six high-impact industries. These sectors include Advanced Manufacturing & Computing, Construction, Healthcare, Education & Childcare, Financial & Professional Service, and Hospitality & Recreation. Together, these target sectors account for over 60% of Montana’s future anticipated job growth and create a valuable opportunity for workforce and economic development in Montana. The reports highlight recent workforce trends and demand for specific occupations and trainings that can inform the focus of WIOA programs and partners. Publication of this roadmap and the five sector reports is expected in winter 2025-2026.

RESEA Randomized Control Trial (RCT): During PY2024, in partnership with the Federal Reserve Bank of Minneapolis, MTDLI worked to produce preliminary estimates of the results of a Randomized Control Trial (RCT) evaluation of new service delivery strategies in the Reemployment Services and Eligibility Assessment (RESEA) program. Preliminary results show no statistically significant impact, but positive point estimates and no deterrent effect from added virtual tools; final results pending.

The above-mentioned works for which a completed and published report is available are included in this list:

- MT Apprenticeship Report: https://lmi.mt.gov/docs/Publications/LMI-Pubs/Special-Reports-and-Studies/24_ApprenticeshipReport_Final.pdf

- Employment Projections: https://lmi.mt.gov/_docs/Publications/LMI-Pubs/Labor-Market-Publications/2023-2033ProjectionsPub_Final.pdf
- Montana Teacher Compensation Report: https://lmi.mt.gov/_docs/Publications/LMI-Pubs/Labor-Market-Publications/24_TeachersPayReport_Final.pdf

Customer Satisfaction: MTDLI collects information about customer satisfaction by surveying participants in Title I and III programs. Responses from participants are requested via email, in PY24 a total of 4,532 customer satisfaction surveys were distributed.

Waivers

Montana currently has 4 waivers that have been in place for at least one program year.

State Board Acts as Local Boards (continuation): Reduces overhead; supports unified governance and $\geq 75\%$ of funding to direct services across WIOA programs.

One Comprehensive One-Stop Center: Uses 18 Job Service Montana offices as AJCs; streamlines administration and maintains high direct-service share.

Youth Funding Flexibility (OSY from 75% to 50%): Enables In-School Youth (ISY) participation, work-based learning, and credential pathways; performance increased in Measurable Skill Gains (MSG) and Credential Attainment.

ISY Eligible for Individual Training Accounts (ITAs): Expands access to short-term credentials before graduation; credential attainment exceeded negotiated rates by ~16 percentage points and MSG nearly doubled negotiated rate.

Performance & Accountability

In PY24 MTDLI met or exceeded negotiated performance targets for all five performance measures in the Adult and Dislocated Worker programs. The Youth program saw improving results, with 3 of 5 performance categories exceeding negotiated rates.

Adult: Q2 Employment 72.2% (target 71%); Q4 Employment 72.9% (target 69%); Median Earnings Q2 \$11,076 (target \$7,350); Credential 59.6% (target 53%); MSG 70.3% (target 56%).

Dislocated Worker: Q2 Employment 74.7% (target 75%); Q4 Employment 84.1% (target 73%); Median Earnings Q2 \$11,881 (target \$10,800); Credential 64.5% (target 57%); MSG 72.2% (target 50%).

Youth: Q2 Employment 56.3% (target 63%); Q4 Employment 52.1% (target 58.6%); Median Earnings Q2 \$4,589 (target \$4,100); Credential 35% (target 30%); MSG 75.6% (target 38%).

Success Stories

One of Montana's most promising practices is building robust, employer-led partnerships that directly address workforce gaps and open new doors for young people and jobseekers facing barriers.

Bozeman Deaconess Hospital Partnership: Job Service linked the hospital with schools, Gallatin College, and apprenticeship programs; vacancies reduced from 406 to 216 and hiring age lowered to 16 for certain roles.

Workforce Expos & Teacher/Childcare Pipeline: First workforce expo on a reservation; childcare pre-apprenticeship expansion (added infant designation); groundwork for teacher Registered Apprenticeship.

Nebraska

Introduction

Nebraska's workforce system advanced its strategic vision of delivering high-quality workforce development services through innovation and collaboration. The state focused on career pathways and system alignment, supported by initiatives such as 6 Regions, One Nebraska, which promotes regional partnerships and targeted workforce strategies. Legislative action via LB 265 funded workforce development grants and created a manufacturing modernization pilot program.

Use of State Funds

During PY24, activities provided with the funds reserved by the Governor included:

- Developing and disseminating workforce and labor market information pursuant to a Workforce Information Grant (WIG), including information on in-demand industry sectors and occupations; and
- Supporting the provision of statewide career services by one-stop delivery system staff.

In addition to the efforts of the State Board's workgroups, efforts for developing Nebraska's workforce and meeting employer needs to support economic growth and economic self-sufficiency were enhanced. The 6 Regions, One Nebraska initiative was launched, and the Governor and Nebraska State Legislature worked together to pass LB 265 which includes

important updates to workforce development initiatives funded through the Workforce Development Program Cash Fund.

6 Regions, One Nebraska: Regional teams funded to drive projects in youth engagement, entrepreneurship, technology, and infrastructure.

Nebraska Elite 11 Veterinarian Program: Scholarships to address shortages in production animal veterinarians.

Nebraska Rural Veterinarian Grant Program: \$150,000 grants for veterinarians practicing in rural areas.

Workforce Development Grants: Supported programs like Builders of the Future, Jobs for America's Graduates (JAG), and manufacturing credential/apprenticeship programs.

Work-Based Learning & Sector Strategies:

- Expanded incumbent worker training, OJT, and internships in advanced manufacturing, healthcare, IT, and early childcare development.
- Partnerships with Omaha STEM Ecosystem, major healthcare providers, and community colleges to strengthen career pathways.

Registered Apprenticeship Growth:

- Active sponsors grew 85.7% since FY18; participating employers grew 240.7% (117 sponsors, 477 employers in FY24).
- Youth apprenticeship opportunities expanded through collaboration with schools and employers.
- During PY24, Rapid Response served 76 companies and 2,133 individuals. Title III staff participated in 21 formal Rapid Response events.

Evaluations & Continuous Improvement

In PY24, the Nebraska Department of Labor (NDOL) concluded its *Disproportionate Impact Study* pilot and launched a new evaluation initiative focused on the impact of supportive service provisions within the WIOA Title I adult, dislocated worker, and youth programs. The primary objectives of this project are to:

1. assess the effect of supportive services on participant outcomes, with a focus on Federal performance indicators;
2. examine the influence of policy and guidance on the delivery of supportive services;
3. compare local-level barriers and successes in implementing supportive services; and

4. deliver actionable insights aimed at improving service delivery and participant outcomes across the state.

NDOL is currently in the process of drafting the final report which will be made public upon completion.

Customer Satisfaction: Local areas employ multiple approaches to collection of customer satisfaction data from one-stop center customers. Local areas are currently modifying their surveys to ensure adequate collection of data for assessing customer satisfaction among local Title I program participants and local area employers; valid customer satisfaction outreach statistics are not available for PY24.

Waivers

75% OSY Expenditure Waiver: Approved May 30, 2024, enabling increased ISY engagement through evidence-based programs like Jobs for America's Graduates (JAG).

JAG served 513 seniors in 50 schools; 97% graduation rate, \$6M in scholarships earned.

Local area impacts:

- Greater Lincoln: 132 youth served (26% ISY); waiver allowed slight funding flexibility but no measurable performance improvement.
- Greater Nebraska: Supported partnerships with JAG and Project SEARCH; challenges with ISY engagement in rural areas.
- Greater Omaha: Enabled tuition assistance for ISY in college; credential attainment improved for completers.

Performance & Accountability

NDOL has not identified performance deficiencies on primary indicators of performance among Nebraska's local Title I programs and NDOL's Title III program.

Success Stories

Greater Lincoln: Youth employment programs (YESS), services for new Americans (91% retention), and offender reentry initiatives.

Greater Nebraska: Walk-in Wednesday hiring events; dislocated worker success stories with OJT placements earning \$22/hr.

Greater Omaha: ONEUp orientation series promoting trade careers; youth success stories achieving diplomas and postsecondary enrollment.

Nevada

Introduction

In Program Year 2024, Nevada continued to strengthen its workforce development system through strategic investments, innovative practices, and collaborative partnerships. Guided by the Unified State Plan for PYs 2024–2027, the state focused on advancing equity, expanding access to career pathways, and aligning workforce strategies with employer needs.

Use of State Funds

Targeted investments supported innovative partnerships, vocational training programs, youth engagement efforts, leadership development platforms, and infrastructure enhancements, all designed to strengthen the talent pipeline and meet the evolving needs of Nevada’s employers.

Governor’s Reserve Investments

Workforce Connections – Industry Sector Partnerships (ISPs) \$1,875,000.00

Employers from Southern Nevada’s ISPs continue to face a shortage in talent availability. Workforce Connections mission is to support the local economy by “Connecting Employers to a Ready Workforce”.

Hope for Prisoners – Vocational Village \$2,500,00.00

Hope for Prisoners has been operating for 14 years and has served approximately 5,200 clients.

Workforce Connections – Disconnected Youth \$562,500.00

One of Southern Nevada’s most critical workforce development and community investment opportunities is the extraordinary number of young adults, ages 16-24, not meaningfully employed.

University of Nevada, Las Vegas – Leaderverse \$500,000.00

Leaderverse offers a flexible, self-paced online platform designed to support entry-level and underrepresented staff through three programs: Success@Work, WomenUp, and Dream Academy.

College of Southern Nevada (CSN) - Realizing Opportunities for the American Dream to Succeed (ROADS) \$500,000.00

The mission of the ROADS program is to provide training for an estimated 100+ unemployed/under-employed participants in high demand occupations. and to assist in filling workforce shortages with well-trained employees.

Latin Chambers of Commerce (LCC) \$500,000.00

The LEADers Program, launched by the LCC, aims to empower leadership and business growth through two parallel training tracks offered in both English and Spanish.

Nevadaworks - Assist \$500,000.00

Nevadaworks has faced annual reductions of approximately 10% in WIOA funding due to Nevada's funding formula, which favors southern Nevada based on population and unemployment figures.

Nevadaworks – Disconnected Youth Project \$187,500.00

To support Nevada employers and our regional economy with the much-needed talent, we are focusing on our disconnected youth population. The “Future Wanted” Career Launch Program will provide the services and training resources necessary to connect employers to a ready workforce.

Rotary Club of Sparks – Vocational Training Match \$1,000,000.00

Rotary District 5190 of Sparks has entered into a contract with DETR for the purpose of supporting vocational and leadership training programs for youth in Northern Nevada.

ePath USA \$ 494,648.00

Software/Website Hosting & Maintenance Agreement. ePATH USA agrees to host and maintain the website built for DETR.

Rapid Response: In PY24 Nevada served 182 companies with layoffs or closures and over 10,000 individuals affected by those layoffs and closures.

Apprenticeship Expansion: Collaboration with unions and boards; exploring non-traditional models in healthcare and IT.

YouthBuild & Co-enrollment: Partnerships with CPLC and Equus Workforce Solutions for pre-apprenticeship and WEX programs.

Wagner-Peyser Activities: Delivered job search, employer engagement, and RESEA services statewide. Innovation: First-in-nation fully automated RESEA system launched July 2025; integrated with EmployNV and SARA.

QUEST National Dislocated Worker Grant: \$5M awarded; 444 enrolled; 100% credential attainment; 85.1% measurable skill gains.

Waivers

Nevada had three (3) USDOL-ETA waivers in effect during PY24 and did not file any extensions.

OJT Waiver: Increased employer reimbursement up to 90% for businesses with ≤ 50 employees. Outcomes: 68% utilization; 78% completion; average wage \$17.01/hr; 39% participants from minority groups.

ISY ITA Waiver: Allowed Individual Training Accounts for In-School Youth (ages 18–21). Outcomes: ISY enrollments maintained at 22%; 82.6% entered employment vs. 65% for OSY.

OSY Expenditure Waiver: Reduced OSY spending requirement from 75% to 50%. Outcomes: 50% of ISY participants were basic skills deficient.

Evaluations

Nevada continues to advance its evaluation capacity through rigorous research, strategic coordination, and evidence-based innovation.

- RESEA Evaluation: Ongoing study using LOGIT regression to predict UI benefit exhaustion; completion expected March 2026.
- MSFW Survey: Conducted with UNR to establish prevailing wages and practices for agricultural workers.
- Continuous improvement strategies include behavioral interventions, follow-up calls, and mixed-mode RESEA delivery.

Customer Satisfaction

- Surveys via SARA platform; 1,392 responses.
- Service quality: 61% rated excellent/very good; 73% likely to recommend services.
- Ease of communication: 59% strongly agree SARA improved responsiveness.

Performance Accountability

Adult and Dislocated Worker programs met most targets; Youth program exceeded employment and skill gains goals.

Success Stories

Youth: Participant first came to EmployNV Youth Hub. Through the Work Experience (WEX) program, he joined NutraResolution as a Production Line Technician.

Youth: A recent high school graduate enrolled in the youth program seeking support to pursue a career in the automotive industry. Eager to gain technical skills and hands-on experience, the participant successfully completed Automotive Technology training.

Adult: Through the WIOA Title I Adult Program, they received resume support, interview preparation, and placement into an On-the-Job Training (OJT) with a financial institution as an IT Risk Analyst. The participant excelled, successfully completed the OJT, and was hired full-time.

Dislocated Worker: Following a layoff, a participant enrolled in both the WIOA Title I Dislocated Worker Program and QUEST services at an EmployNV Career Hub. With a strong interest in transportation, they began Occupational Skills Training to earn a Commercial Driver's License (CDL). After completing training, the participant secured full-time employment as a CDL driver.

New Hampshire

Introduction

New Hampshire's workforce system operates under a single-board structure with NH Works One-Stop Centers, promoting efficiency and integrated service delivery. The State Workforce Innovation Board (SWIB) vision is to create vibrant communities with a workforce that meets industry needs and drives economic competitiveness. The mission emphasizes talent development through partnerships with businesses, education, and agencies.

Use of State Funds

The State of New Hampshire utilizes some Governor Reserve Funds for the state administration of the Adult, Dislocated Worker and Youth programs which include program monitoring activities as well as providing technical assistance to our subrecipients. The State also uses the funds to pay for systems costs related to the Title I case management system as well as the administration and maintenance of the Eligible Training Provider List.

New Hampshire also utilizes a percentage of Governor Reserve Funds on projects that help address workforce development needs within the state.

- High-Demand Occupation List & Eligible Training Provider List integrated into Job Match System for easier access.
- Career Pathway Model developed by NH DOE and Community College System to guide Personalized Pathway Plans.
- Job Fairs: 71 events connecting 1,166 employers and 42,132 job openings; 277 interviews conducted.
- NH Works Conference: Professional development for 180+ workforce staff.
- Recruitment Campaigns: Promoting NH's economic and lifestyle advantages to attract talent.
- WorkInvestNH (WINH): 108 grants awarded totaling \$1.67M; combined with employer matches, \$3.3M invested to train 2,549 workers. Since 2020, 500 grants totaling \$8.3M have supported 13,869 workers.
- All Youth Count (AYC): Support for foster care youth ages 14–26.
- FutureWorks BI: Data analytics for WIOA performance.
- WIOA Plus: Supplemental training/support for critical sectors (Healthcare, Education, Trades).

Rapid Response: 73 events serving 1,459 workers (up from 50 events in PY23). Industries impacted: retail, healthcare, manufacturing, logistics. 867 workers attended in-person sessions; virtual options provided as needed.

Evaluations & Continuous Improvement

System evaluation, woven into the operational practices of partners, is ongoing to ensure we continue to offer quality services that comply with state and federal requirements and continuous improvement.

Customer Satisfaction Survey is distributed to all WIOA Title I (Adult, Dislocated Worker, and Youth Program) customers who are enrolled and exited in the program year.

Surveys sent: 589; responses: 160 (27.16% return rate, improved from prior years).

Participant feedback highlighted strong support from Career Navigators and program flexibility:

- Average ratings (scale 1–5):
- Quality of services: 4.69
- Would use again: 4.68
- Would refer others: 4.70

Waivers

No waivers were in effect during PY24.

Performance & Accountability

NH exceeded 14 of 15 negotiated performance goals for Title I programs (Adult, Dislocated Worker, Youth). The Wagner-Peyser program (i.e., NH Employment Security labor exchange program) exceeded their goals in PY24.

Title I Adult

- Employment Rate Q2: Actual 82.9%, Goal 78.5%
- Median Earnings: Actual \$10,590, Goal \$8,500
- Employment Rate Q4: Actual 80.5%, Goal 75.0%
- Credential Rate: Actual 75.2%, Goal 74.0%
- Measurable Skill Gains: Actual 95.3%, Goal 67.0%

Title I Dislocated Workers

- Employment Rate Q2: Actual 85.1%, Goal 84.0%
- Median Earnings: Actual \$12,837, Goal \$10,000
- Employment Rate Q4: Actual 85.6%, Goal 74.5%
- Credential Rate: Actual 86.0%, Goal 69.5%
- Measurable Skill Gains: Actual 91.8%, Goal 63.0%

Title I Youth

- Employment/Education Rate Q2: Actual 83.8%, Goal 77.5%
- Median Earnings: Actual \$5,972, Goal \$4,750
- Employment/Education Rate Q4: Actual 84.1%, Goal 75.0%
- Credential Rate: Actual 59.4%, Goal 73.0%
- Measurable Skill Gains: Actual 66.8%, Goal 55.0%

Wagner-Peyser program

- Employment Rate (Second Quarter After Exit): Actual 76.4%, Target Goal 71.5%
- Employment Rate (Fourth Quarter After Exit): Actual 76.7%, Target Goal 67.0%
- Median Earnings: Actual \$11,394, Target Goal \$9,000

Success Stories

Adult: Kelley transitioned from unemployment to full-time LNA role.

Dislocated Worker: Kirsten retrained in Data Science and now teaches at Visible Edge.

Youth: Sydney overcame homelessness to earn multiple healthcare credentials and secure stable employment.

New Jersey

Introduction

In PY 2024, New Jersey advanced its vision for an equitable, demand-driven workforce system through strategic investments in career pathways, employer engagement, and system modernization. The state focused on expanding access for historically underserved populations, aligning services with employer needs, and strengthening infrastructure through technology and staff development.

Use of State Funds

Governor's Set-Aside supported oversight, technical assistance, research, and program innovation. Beginning in PY23 and continuing into PY24, these funds supported staff working across the Office of Finance and Accounting, the Office of Research and Information, the Office of Internal Audit, and the Workforce Development Division.

Initiatives launched in PY23 continued into PY24, including:

- Expanded Summer Youth Employment: 2,107 youth served in summer 2024 (up from 1,681 in PY23).
- Enhanced Youth Corps with mental health services.
- Doubled JOBS program capacity for justice-involved individuals.

Rapid Response: Allocated 25% of Title I Dislocated Worker funds; served 88 businesses with layoff aversion and reemployment services.

Wagner-Peyser Employment Services: Delivered RESEA to 30,587 UI claimants; strengthened integration with Title I and outreach to Migrant and Seasonal Farmworkers.

State Initiatives: Issued \$5.5M for opioid recovery programs, \$3.5M for SNAP STEPS, and \$6M TANF Innovation Fund to expand training and supportive services.

In addition to the programs directly supported with WIOA funds, NJDOL also expanded and deepened work within our state-level investments, many of which sit within our Transitional Workforce Services team.

Evaluations & Continuous Improvement

NJDOL has created a multi-year plan for its research and evaluation activities. Listed below are the current and planned evaluation and research projects in NJDOL.

- RESEA Impact Evaluation: Randomized controlled trial tested motivational text messages to improve participation and employment outcomes. Interim findings informed future scaling decisions.
- Data Infrastructure: Expanded NJDOL Research Data Lake and AI-driven [MyCareerNJ](#) platform for personalized career navigation.
- Quality Assurance: Developed framework for Eligible Training Provider List (ETPL) to improve program performance and consumer protection.
- Customer Satisfaction: Surveyed 15,724 Title I exiters; 84.4% reported being “satisfied” or “very satisfied” with One-Stop services.

All evaluations reports are published on the SETC and NJDOL website, as they are completed. Current publications are posted [online](#).

Waivers

Youth Expenditure Waiver: Approved for PY24–PY25, allowing flexibility on the 75% out-of-school youth spending requirement. State is building capacity to meet full compliance by PY26.

Performance & Accountability

NJDOL continues to work diligently to bring the AOSOS system of record into full technical compliance with WIOA and USDOL reporting mechanisms.

The State met performance targets for Adult, Dislocated Worker, and Wagner-Peyser programs. The State did not meet its target for Youth EEQ2, achieving 88.2 percent of the target or for the Youth EEQ4 measure, achieving 89.1 percent.

Success Stories

Offshore Wind Apprenticeship: Launched NJ’s first sub-arc welding apprenticeship to support renewable energy growth.

Healthcare Workforce: Nurse Residency & Preceptor program reduced turnover in long-term care facilities.

Manufacturing Innovation: Created industrial maintenance mechanics program with CMC Steel; launched biomanufacturing apprenticeship in Middlesex County.

Youth Engagement: Expanded pre-apprenticeships in Egg Harbor schools and AI career pathway programs in Central NJ.

New Mexico

Introduction

In PY 2024, New Mexico advanced its vision for an equitable, demand-driven workforce system through strategic investments in career pathways, employer engagement, and system modernization. The state focused on expanding access for historically underserved populations, aligning services with employer needs, and strengthening infrastructure through technology and staff development.

Use of State Funds

Governor's Set-Aside: Supported virtual systems (New Mexico JOBS), data dashboards, and statewide technical assistance. Investments included Career Solutions tools, ACT WorkKeys assessments, and partnerships with Native American programs.

New Mexico JOBS: NMDWS used set-aside funding to sustain a virtual system available 24/7 to support access to services and supports including, unemployment benefits, career exploration/readiness tools, resume development, links to labor market information and access to career professionals to provide one-on-one assistance and career counseling.

Personnel Costs of WIOA Program Coordinators and Monitoring: NMDWS uses set-aside funding for staff assigned to provide ongoing support to each of the four LWDBs, including consultation for local board and chief elected officials.

New Mexico Performs Data Dashboard/System: The dashboard system is licensed from FutureWorks System.

Career Solutions and Why I Work: NMDWS uses set-aside funding for online tools and resources designed to support career readiness/exploration for youth and young adults.

ACT WorkKeys: Title I and Title III utilize ACT WorkKeys® assessments and the National Career Readiness Certificate (NCRC®).

Professional Services- Strengthening Partnerships with Native American Programs: The New Mexico Department of Workforce Solutions (NMDWS) remains deeply committed to building and sustaining strong partnerships with Tribal Workforce Programs and Native American governments across the state.

Energy Transition & Climate Resilience: In PY24, the NMDWS made significant progress in formalizing and advancing sector strategy work, particularly in energy transition and climate resilience.

Rapid Response: Assisted 7,579 employers; conducted 12 WARN and 14 non-WARN events; launched Corporate Training Services (623 employees trained).

Wagner-Peyser Employment Services: Served 83,756 individuals; hosted 508 hiring events; implemented Big Interview platform (642 users).

NMDWS added 12 new Registered Apprenticeship Programs (RAPs) in PY24. A key point of the state's emphasis in this area was to expand RAPs to all quadrants of the state, because RAPs have historically been available primarily in the Central and urbanized areas. During PY24, NMDWS increased the number of active registered apprentices in RAPs statewide from 2,613 active apprentices in the first quarter to 2,749 active apprentices in the fourth quarter, an increase of 136 active apprentices.

Using SAEF2 funding, NMDWS supported the development of new pre-apprenticeship programs in:

- New Space New Mexico/New Space Nexus (Semiconductor Manufacturing)
- Northern NM College (Carpentry)
- Association of General Contractors (AGC - New Mexico) (Construction)
- Associated Builders and Contractors (ABC New Mexico) (Construction)
- Santa Fe Community College (Broadband)
- Santa Fe Community College (Clean Energy)
- STEM Boomerang LLC (High Performance Computing)

New Mexico Salt Fire Disaster Recovery Project NDWG: 56 long-termed unemployed participants have been enrolled in training programs; 32 have an industry-recognized certificate of completion; 3 have been employed with a DRE.

Evaluations & Continuous Improvement

Published [2024 State of the Workforce Report](#) and multiple data studies (migration, STEM, Hispanic/Latino, industry spotlights).

Released [2024 Veteran's Profile](#) and contributed to [Health Care Workforce Committee Annual Report](#).

Customer Satisfaction: Surveyed 8,333 participants; response rate 6.4%; overall satisfaction 68.7% (↓ 2.7 points from PY23).

Employer Feedback: Top hiring challenges—lack of technical skills (36.8%), lack of applicants (35.5%), lack of experience (34.0%).

Waivers

New Mexico did not have any waivers during Program Year 2024.

Performance & Accountability

The WIOA Adult and Dislocated Worker and Wagner-Peyser programs met all performance targets. The youth program met four primary indicators of performance and failed one. The youth program experienced challenges in credential attainment for two consecutive program years.

Success Stories

Adult: Adessa transitioned from retail to healthcare through On-the-Job Training; promoted to leadership role.

Adult: Jaren completed CDL training while incarcerated; now employed at \$28/hour as Pavement Marking Technician.

Adult: Cassandra earned Medical Coding certification and transitioned to healthcare career.

Dislocated Worker: Freddy earned CDL and secured employment at \$23/hour with Lightning J Energy Services.

Youth: Gemma completed 300-hour work experience and earned high school diploma; now pursuing career goals.

Out-of-School Youth: Brandon completed the pre-apprenticeship, and was hired full-time by Kit Carson Cooperative, Inc. as a Mapping Department Lineman.

New York

New York State advanced its workforce development system in PY 2024 through strategic initiatives focused on equity, accessibility, and alignment with employer needs. This summary highlights waivers, evaluations, customer satisfaction, state strategies, performance accountability, and best practices.

Use of State Funds

In PY 2024, Statewide Governor's Reserve Funds supported:

- NYSDOL staff salaries related to WIOA administration, WIOA program, and Apprenticeship training;
- The awarding of Consolidated Funding Application (CFA) Workforce Development Initiative (WDI)
- Round 3 Unemployed/Underemployed Worker Training (UWT) contracts;
- The awarding of WDT RTG contracts;
- Local incentive grants for LWDBs meeting the WIOA benchmark of obligating 80% of their PY funds, affording LWDBs additional funds to support training, youth experiences, and supportive services in awarded local areas; and
- The purchase of the VCC platform.

Business Engagement: 110 virtual career fairs hosted; 3,580 businesses and 58,922 job seekers participated.

Microsites launched for childcare, seasonal work, tourism, part-time jobs, and NYC jobs.

Workforce Development Training Programs: \$25M allocated for ERAT, RTG, and WRT programs; 38 awards totaling \$18.8M.

Office of Just Energy Transition (OJET): \$9M invested in clean energy workforce programs targeting disadvantaged communities. DreamLink NY (ETM grant): Serving youth with disabilities and multiply marginalized populations; \$6.8M awarded to date.

NY SCION: Expanded Disability Resource Coordinators to 27 LWDBs; served 18,256 customers with disabilities.

Registered Apprenticeship Expansion

- SAEF grants totaling \$11.3M awarded since 2016; Round 3 base funding of \$1.9M in PY24.
- Approved 99 new programs, 93 in non-traditional trades.
- Direct Entry Pre-Apprenticeship (DEPA) program funded with \$3.6M; 15 programs awarded.
- Empire State Apprenticeship Tax Credit Program continues to incentivize RAP expansion.

Veterans: 10,116 served; 31% by DVOP specialists.

Justice-involved individuals: Federal Bonding Program issued \$140,000 in coverage; PROWD grant supports green energy training for incarcerated adults.

Displaced Homemakers: 670 served through State-funded program.

NYS's Rapid Response Program saw a decrease in the number of WARN filings and associated impacted workers in PY 2024 with 171 WARNs filed, impacting 18,234 workers.

Waivers

In PY 2024, NYS received approval for a USDOL waiver to support workforce development: Waiver of the requirements of WIOA Sections 133(a)(2) and 134(a)(2)(A) to allow flexibility to use up to 50 percent (50%) of funds reserved by the Governor to provide Statewide rapid response activities under WIOA Section 134(a) (2)(A) to also provide Statewide employment and training activities in the first year of funding availability in PYs 2024, 2025, and 2026.

Youth Waiver: Reduced OSY expenditure requirement from 75% to 50%, enabling greater investment in In-School Youth (ISY) programs. Outcomes: Youth MSG goal exceeded (69.4% vs. 52% target); Credential Attainment exceeded (64.1% vs. 56% target).

Rapid Response Waiver: Allowed flexibility to use Governor's reserve funds for statewide employment and training activities. Outcomes: Adult Priority of Service positive outcomes rose to 58.7%; 51 new apprenticeship sponsors, 99 new programs, and 4,220 apprentices enrolled.

Evaluations & Continuous Improvement

Formal RESEA impact study underway with SUNY Rockefeller; results expected in 2026.

Customer Satisfaction

- Surveys sent to 275,128 contacts; 4,499 responses.
- Business satisfaction: 83% rated services good/excellent; 67% scored 8+ on a 10-point scale.
- Job seeker satisfaction: Mandatory appointments scored highest (65% rated 8+); non-mandatory channels ~50%.

Performance & Accountability

NYS met all WIOA Primary Indicators of Performance for PY24. During PY 2024, NYSDOL continued to release a WIOA Primary Indicators of [Performance Report](#) to the LWDBs following each quarter.

Success Stories

None provided

North Carolina

Introduction

North Carolina's workforce system advanced its strategic vision in PY2024 through strong employer engagement, expanded work-based learning, and disaster recovery efforts following Hurricane Helene. The state achieved above 90% of negotiated goals for all primary indicators of performance, while leveraging Governor's Reserve Funds for staff training, system enhancements, and employer partnerships. Key initiatives included the launch of the Governor's Council on Workforce and Apprenticeships, sector strategies, and innovative programs to support underserved populations.

Use of State Funds

During PY 2024, DWS used the Governor's Reserve Funding to advance key strategic and operational needs of the NCWorks system.

- Governor's Reserve Funds supported:
- Leadership and financial training for local boards;
- Professional development for 600+ staff at the NCWorks Partnership Conference;
- Enhancements to case management systems (e.g., client texting feature); Work-based learning opportunities for new and expanding employers.

ARPA Small Business Work-Based Learning Program: 364 businesses and 884 individuals participated; Payments totaled \$907,615, with 70% (\$647,746) for wages and reimbursements.

National Dislocated Worker Grants (NDWGs):

- QVC Fire Recovery: \$1.7M spent; 85 participants served.
- Pactiv Evergreen Mill Closure: \$4.5M awarded; \$2.66M spent; 220 participants served.
- Hurricane Helene Recovery: \$10M conditional award; \$6M released; \$1.64M spent; 194 participants served.

Serving justice-involved individuals, including those reentering after incarceration, is a top priority for DWS, the NCWorks system and the state.

- *Reentry 2030*: In July 2024, the state launched its whole-of-government approach to reentry through the Reentry 2030 strategic plan. DWS and the North Carolina Department of Adult Correction launched "*NC JET*," which began as a pilot program

at the North Carolina Correctional Institution for Women (NCCIW) in the Correction Enterprises License Tag Plant in March 2025.

- *PROWD Grant*: The Partners for Reentry Opportunities in Workforce Development (PROWD) grant program seeks to better align job training and skills development services provided to program participants to the specific labor market needs of the communities where they will live.

The DWS Agricultural Services and Foreign Labor Team plays a critical role in administering the H-2A and H-2B programs. In the past year, the Agricultural Services team facilitated over 700 H-2A and 300 H-2B job orders.

Evaluations & Continuous Improvement

In 2023, the NCWorks Commission Local Innovation Fund awarded two grants of \$225,000 each, lasting for a period of two years and assisting communities that had a collaborative team, an innovative idea, and the local support needed to be successful. The evaluation methodology for these impact evaluations followed an Outcome Mapping approach, designed to explore and clarify the program's theory of change. Early results show improved job readiness and confidence among participants.

Employer Forums: In 2024, the NCWorks Commission contracted with a facilitator to conduct a new round of Employer Forums, held in each of the 20 local Workforce Development Board areas. The committee's goal was to identify recommendations from the forums that could lead to informed policymaking and to determine actionable solutions for execution at the local level. 194 employers engaged; findings will inform 2026 Employer Needs Survey.

The NCWorks Commission, in accordance with N.C. General Statute 143B-438.10, is tasked with developing, continuously improving, and reporting on performance measures that evaluate the effectiveness of North Carolina's workforce development system. The most recent Measuring the Performance of North Carolina's Workforce Development System Report can be accessed [online](#).

Beginning in 2022-2023, the NCWorks Commission joined the Building State Evaluation Capacity Through Peer Learning Cohort, provided through the U.S. Department of Labor, Employment and Training Administration Office of Policy Development and Research Division, Division of Research and Evaluation. This opportunity helped North Carolina recognize the importance of establishing evidence-based evaluation capacity in the workforce system on a consistent basis. The WIOA Adult program showed higher employment and long-term earnings; Youth program demonstrated positive wage gains;

Dislocated Worker program showed modest improvements over time; Work-Based Learning (WBL) significantly improved outcomes.

Customer Satisfaction: In PY 2024, the state reviewed local approaches to customer feedback and identified this as a key opportunity for improvement. Overall, most individuals (65%) found information easy to understand and had their needs met.

North Carolina is concluding a multi-year evaluation of the RESEA program in collaboration with a third-party evaluator. The evaluation utilizes a random assignment model, with approximately 20–25% of RESEA-eligible UI claimants placed in a control group receiving no services. The Interim Evaluation Report indicated that North Carolina’s RESEA program has achieved high compliance rates, delivered services effectively, and contributed to reductions in UI receipt. A final evaluation report is anticipated and will incorporate additional outcome data as it becomes available.

Waivers

OSY Expenditure Waiver: Reduced requirement from 75% to 50%, enabling more In-School Youth (ISY) participation. Outcomes: Measurable Skill Gains (MSG) for Youth increased +5.5% vs. PY2023; Credential Rate up +0.8%; Employment rates remained steady.

Performance & Accountability

North Carolina’s Title I and III programs for Program Year (PY) 2024 achieved above 90% of its negotiated goals for each of the primary indicators of performance.

- Adult: Employment Q2 81.8% (goal 80%); Median Earnings \$8,445 (goal \$8,276); MSG 70% (goal 64.2%)
- Dislocated Worker: Median Earnings \$9,569 (goal \$8,595); MSG 73.4% (goal 67.4%)
- Youth: Credential Rate 56.4% (goal 53%); MSG 64.9% (goal 56.8%)
- Wagner-Peyser: Employment Q4 70.2% (goal 69%); Median Earnings \$7,787 (goal \$6,983).

Success Stories

In October 2025, Governor Stein honored NCWorks employers and jobseekers from PY 2024 with the Governor’s NCWorks Awards of Distinction.

Toyota Battery Manufacturing Partnership: Regional collaboration facilitated hiring of 1,500 workers toward a \$13.9B investment and 5,000 planned jobs.

Lincoln County Health Academy: First Practical Nursing program for high school students; 36 students enrolled; graduates eligible for NCLEX-PN and direct employment.

American & Efird LLC of Mount Holly: Partnered with the correctional system to provide justice-involved individuals with a structured opportunity to reenter the workforce; used the workforce system's Incumbent Worker Training program funds to upskill current employees.

Brittany Harper (Adult): Advanced from Practical Nurse to RN training while raising six children.

Haylee Van Deusen (Young Adult): Progressed from GED to RN employment with LifePoint Health.

Genesis Lam (Teen): Completed funeral service internship; enrolled in Funeral Service Education program.

North Dakota

Introduction

North Dakota maintained one of the nation's highest labor force participation rates (70.8% in July 2024) and lowest unemployment rates (1.9% in Sept–Oct 2024). Despite strong economic indicators, the state faced workforce shortages and sector shifts, prompting Governor Armstrong to launch a Workforce Subcabinet and convene the first Governor's Workforce Summit to align 80+ programs and strengthen talent pipelines. Strategic priorities included career exploration, barrier removal, and apprenticeship expansion.

Use of State Funds

Statewide funding is essential for operation of the federal programs JSND offers and for continued workforce development in our state. Governor's Reserve Funds supported:

- Workforce Development Council operations, One-Stop certification, and monitoring;
- Enhancements to the Virtual One-Stop system (ETPL and Document Imaging modules);
- Virtual job fairs attracting 511 job seekers from 24 states and 17 countries;
- Renewed contracts for VR headsets promoting 91 high-demand occupations;
- Big Interview and Foreign Language modules for job readiness.

Rapid Response: Job Service North Dakota (JSND) received notices of layoff or closure events from 20 companies in the state of North Dakota. As a result of these notices, JSND provided Rapid Response services to more than 409 workers.

Evaluations & Continuous Improvement

Workforce Ecosystem Assessment (Deloitte): Identified gaps in leadership, wraparound services, rural access, and data sharing; informed Subcabinet priorities. Final report is published on the Commerce [site](#).

Eligible Training Provider Study: Compared 2-year vs. 4-year programs:

- 2-year: Credential attainment 50.5%, median earnings \$5,286;
- 4-year: Credential attainment 33.3%, median earnings \$4,099;
- Result: 4-year programs removed from ETPL.

Future Plans: Monitor impact of ETPL changes and Subcabinet initiatives.

Customer Satisfaction: The survey poses five questions about the customer experience while visiting the Workforce Center. The survey allows for comments and of those individuals that did comment, almost all of them were complimentary of staff and the services they received.

Waivers

Allowing the State to Expend up to 50% Youth Funds for In-School-Youth (ISY): Allowed up to 50% of youth funds for In-School Youth (ISY) and ITAs for ISY. 15 ISY enrolled in postsecondary training; 80% completion rate; 100% credential attainment among completers.

Allowing WIOA ITA's for ISY: Approx. \$60K in ITA costs and \$20K in support services. Improved credential and MSG rates; reduced reliance on Adult funds.

Performance & Accountability

North Dakota met or exceeded 90% of negotiated targets for all indicators:

- Adult: Employment Q2 82.2% (goal 80%); MSG 78.4% (goal 62.6%).
- Dislocated Worker: Median Earnings \$17,100 (goal \$14,000); Credential Rate 100% (goal 83.6%).
- Youth: Employment/Education Q2 90.8% (goal 82.3%); MSG 69.9% (goal 63.1%).
- Wagner-Peyser: Employment Q4 67.3% (goal 65%); Median Earnings \$9,030 (goal \$8,500).

Success Stories

Martin (Adult/Veteran): Transitioned from seasonal construction to CDL driver earning \$28/hr with benefits.

Kyle (Out of School Youth): From restaurant work to CDL career, achieving financial independence.

Peter (Adult): Completed Commercial Aviation degree; now flight instructor at University of North Dakota.

Gerald (Adult): Gerald received his CDL and was employed with a transportation company in rural North Dakota.

Carson (Youth): Justice-impacted youth completed and passed his training. Currently utilizing his training as a CDL driver.

Molly (Out of School Youth): Earned 3 welding certifications; secured employment in welding industry.

Antonio (Youth): Recently separated Veteran of the U. S. Air Force completed OJT as electrician apprentice; now advancing in registered apprenticeship.

Northern Mariana Islands (CNMI)

Introduction

In PY 2024, CNMI advanced its workforce development system through strategic investments, expanded training access, and strengthened employer partnerships. Key achievements include implementation of the In-School Youth (ISY) waiver, which increased youth enrollment by 80 participants (total 179), and enhanced coordination with schools and Career and Technical Education (CTE) programs. The Commonwealth prioritized career pathways, registered apprenticeships, and work-based learning to build a skilled, homegrown workforce aligned with local economic needs. Despite economic volatility, CNMI demonstrated resilience through improved performance accountability, employer engagement, and expanded service delivery.

Use of State Funds

Governor's Reserve Funds supported statewide governance, fiscal integrity, staff development, and alignment with WIOA requirements. Investments improved administrative efficiency and expanded training access.

Rapid Response: Assisted 9 employers and over 500 affected employees (up from 1 employer in PY 2023).

NDWG QUEST Grant: Served 666 participants (target: 250), including 438 career services recipients and 177 in training.

Waivers

ISY waiver enabled 179 youth to access industry-aligned training in high-demand sectors (construction, healthcare, IT).

Increased credential attainment and measurable skill gains without reducing services for Out-of-School Youth.

Performance & Accountability

CNMI operated under ETA-approved baseline indicators for WIOA Title I programs.

Effectiveness in Serving Employers: 75.6% repeat business customer rate.

Employer Engagement:

- 96 employer partnerships established.
- Repeat business customer rate: 75.6%, reflecting strong employer confidence.

Work-Based Learning:

- 396 Work Experience placements.
- 48 pre-apprenticeship enrollments.
- 67 participants trained via Eligible Training Providers (ETPs).
- 12 incumbent workers upskilled in critical infrastructure roles.

Registered Apprenticeships: Public Law 23-25 institutionalized RAP expansion.

- 21 On-the-Job Learning placements; 4 new RAPs launched.
- 11 apprentices completed programs in high-demand occupations (Pharmacy Technician, Cook, EMT, Office Manager).

Success Stories

Inaugural RAP Graduation: 11 apprentices completed programs in high-demand occupations, earning industry-recognized credentials.

Adult Participant (Leo Master Jr.): Transitioned from training at NMTech to employment, gaining technical skills and confidence.

Youth Participant (Joven Atalig): Leveraged WIOA work experience to secure employment at Crowne Plaza Resort after high school graduation.

Ohio

Introduction

In Program Year 2024, Ohio advanced its workforce development system under WIOA by integrating services, leveraging technology, and implementing innovative strategies to meet the needs of job seekers and employers.

Use of State Funds

Ohio Department of Job and Family Services (ODJFS) utilized WIOA statewide funding for a variety of special projects.

Growing Rural Independence Together (GRIT) – The GRIT project pulls together schools, local businesses, chambers of commerce, churches, libraries, nonprofits, and government agencies to provide comprehensive career development services for students and adults in the Appalachian region of Ohio.

Two-Way Messaging Platform – To assist OhioMeansJobs Centers with implementing a two-way messaging platform, funds were provided to send event information, alerts, reminders, and links to important resources directly to participants' mobile devices. The project gained over 14,000 subscribers, and over 68,000 texts were sent.

Driver's License Initiative – Funds were provided to employ one caseworker to work intensely with businesses, courts, and veterans' services to assist participants with securing a valid driver's license, securing motor vehicle insurance, and working with the Bureau of Motor Vehicles to help applicants eligible for the amnesty program with a reduction of reinstatement fees. The program has worked with over 12 participants.

Employment Services for Justice-Involved Citizens – Funds were provided to help justice-involved citizens with work experience, placement, coaching, individual training accounts, and on-the-job training. Funds also were used to establish specialized OhioMeansJobs Centers in correctional facilities and to provide virtual reality headsets to assist with training and career exploration.

Automotive Workforce Services – To support Ohio's commitment to the automotive industry, funding was provided to create a recruitment center to hire 2,200 employees for a new lithium-ion battery plant under construction. Funds also were used to develop training programs and purchase equipment (such as charging stations) to train new electricians and auto technicians.

Employment Navigators – To assist job seekers with significant barriers to employment, funds were provided to develop employment navigators. The navigators helped individuals with justice involvement, housing needs, and mental health and recovery issues access needed support systems and find employment.

Through the efforts of Ohio’s Disabled Veterans’ Outreach Program specialists, the JVSG program served 1,977 veterans in PY2024. More than 52% (52.1%) of participants were employed in the second quarter after they left the program. More than 50% (50.1%) were employed during the fourth quarter after they left the program. Furthermore, the median earnings of these participants in the second quarter after they left the program was \$10,299. All performance measures exceeded standards negotiated with the DOL.

Statewide Fund Projects: GRIT (Appalachian career development), Driver’s License Initiative, Employment Navigators, Automotive Workforce Services, and justice-involved employment programs.

Opioid Recovery Initiatives:

- SUPPORT Act Grant: \$5M served 601 participants in Ohio’s opioid-impacted counties.
- Fresh Start Grant: \$8.5M served 1,244 participants with 3,898 services statewide.

QUEST Grant: \$9M supported training for 331 participants in broadband/5G careers.

QUEST 2/WAVE: \$5M for automotive and advanced manufacturing pathways; goal to serve 550 participants.

Charged Up Infrastructure Grant: \$5M to train 700 individuals in EV and advanced manufacturing careers.

RETAIN Grant: \$18.8M to help 5,303 workers remain employed after illness/injury; exceeded enrollment projections.

Rapid Response: Received 67 WARN Notices for 14 layoffs and 41 closures (one closure submitted 13 WARN Notices).

Evaluations & Continuous Improvement

Helping Ohioans Pursue Employment (HOPE) Program: Statewide implementation improved outreach to unemployment claimants; 700,000+ correspondences sent.

CCMEP Evaluation: Recommendations included expanding case management, improving program awareness, and addressing barriers ([ICF Evaluation](#)).

RESEA Evaluation: Ongoing randomized controlled trial with Ohio State University; aims to assess impact on UI reliance and employment outcomes.

Customer Satisfaction: Mystery shopping conducted in 43 OhioMeansJobs Centers. New human-centered design approach for JVSG messaging.

Waivers

TANF Funds for OSY Expenditure Requirement: Increased flexibility and served 5,588 co-funded participants.

ITA for In-School Youth: Expanded training options; ITA usage increased to 1,758 youth (423 ISY, 1,335 OSY).

TANF Funds for 20% Work Experience Requirement: Supported higher enrollment in work experience programs.

Performance & Accountability

Not provided.

Success Stories

Not provided.

Oklahoma, Program Year

Introduction

Oklahoma advanced its Workforce Transformation Initiative, focusing on:

Launching EmployOklahoma, a modern case-management and labor-exchange system for Titles I & III.

Improving data integrity, interoperability, and customer experience. Strengthening sector strategies, career pathways, and registered apprenticeship infrastructure.

Use of State Funds

EmployOklahoma Launch: Modernized participant tracking and performance reporting.

Registered Apprenticeship Expansion: 22,051 apprentices documented across CIB, CareerTech, and USDOL programs. Integration of Registered Apprenticeship (RA) pathways into 29 technology center districts.

Rapid Response: 16 events coordinated for Michelin/Novo Logistics/HTI closures in Ardmore, impacting 1,400+ workers.

Mobile workforce units deployed for disaster recovery and rural outreach.

Wagner-Peyser Services: 2,049 job orders posted; 6,609 applications submitted; 46,479 orders shared via NLX.

RESEA achieved 68% reemployment rate (goal: 63%) and reduced UI duration to 12 weeks.

Evaluations & Continuous Improvement

Oklahoma prioritized evidence-based evaluation and data-driven decision-making.

RESEA Evaluation: Studied impact of work-search requirements on UI claimants. Findings: stricter requirements improved early employment outcomes and shortened benefit durations. Applied results to refine RESEA policies for better claimant support and accountability.

Labor Market Research: Published reports like Oklahoma Economic Indicators, QCEW, and OEWS to guide training investments toward in-demand occupations.

Data Integrity & Continuous Improvement: EmployOklahoma introduced new data-validation and crosswalk processes to strengthen evaluation capacity.

Future Plans: Formalize multi-year evaluation schedule in PY 2025, including customer experience studies and Workforce Transformation impact analysis.

Customer Satisfaction: 9,900+ survey responses statewide; 76% rated services as Excellent, only 0.1% rated Poor.

Waivers

Oklahoma did not operate under any approved waivers during Program Year 2024.

Performance & Accountability

In January 2025, OESC launched a new case management system. While the system is operational, the generation of the PIRL (Participant Individual Record Layout) files has not yet been completed by our vendor. OESC is actively working with the vendor to complete the PIRL file development and to ensure successful, accurate submission into the Workforce Integrated Performance System (WIPS). The state anticipates full performance reporting functionality will be fully operational during PY 2025,

Success Stories

Oklahoma showcased inspiring examples of workforce impact across regions:

Southern Area – Ocie’s CDL Journey: Overcame barriers, completed CDL training, secured employment with a second-chance employer.

Western Area – Choate Oilfield Services: Business of the Year for hiring 20+ CDL graduates and hosting work experiences.

Central Area – Desiree Dare (Veteran): Transitioned from SNAP benefits to CDL career, hired by Roehl Transport.

South Central Area – Levi Wilkinson: Justice-involved youth completed CDL training despite medical setbacks; now employed full-time.

Green Country Area – Corionna Lawrence: Single mother completed LPN training through co-enrollment (TANF + WIOA), earning \$23/hour.

Oregon

Introduction

In PY 2024, Oregon advanced its workforce development system under the Workforce Innovation and Opportunity Act (WIOA) through modernization, equity-focused initiatives, and strategic partnerships. The state prioritized improving accountability, streamlining services, and creating a unified performance reporting system. A major milestone was the planning for a new labor-exchange and case management system, scheduled for launch in 2026–2027, to enhance customer experience and data integrity.

Use of State Funds

The Employment Department’s Research Division was heavily involved in assisting local workforce boards; sharing labor market information with students and educators around the state; and providing labor market analysis for businesses, community organizations, and economic development entities.

EmployOregon Project: Multi-year modernization effort to replace aging systems with a unified platform offering CRM tools, improved referral processes, and enhanced self-service options.

Mobile American Job Centers: Three vans purchased and scheduled for deployment in 2026 to expand access in rural and underserved communities.

Phone Platform Upgrade: Planned for 2026 to include live chat, video calls, and improved texting capabilities.

Apprenticeship Expansion: 440 participants served under SAEEl grant; new programs in IT, healthcare, and education.

Rapid Response: 9,585 laid-off workers served; 297 information sessions conducted; WARN filings doubled over four years.

RESEA: 53,254 initial interviews completed; subsequent interviews increased by 35%; completion rate improved to 72.7%.

Business Services: Over 100 job fairs and hiring events; LinkedIn Recruiter partnership generated 54,987 views and 1,756 applicants.

Future Ready Oregon: \$200M investment in equitable workforce development; served 14,521 participants with 92% identifying as low-income; 96% completion rate for services.

SNAP E&T (STEP): Served 8,400 individuals; 970 job placements; new video outreach and reporting requirements for MSG and credentials.

Jobs for Veterans State Grant: Served 745 veterans; national recognition for Oregon's job fair and partnership model.

Migrant Seasonal Farmworker Program: 35,474 MSFWs contacted; 143 community events; 28 complaints processed.

WorkSource Reentry Program: Expanded to all 12 correctional institutions; focused on pre-release planning and post-release job placement.

Waivers

Oregon operated with no active waivers during PY 2024.

Evaluations & Continuous Improvement

RESEA Evaluation: Launched a 3-year randomized control trial with Portland State University to assess the impact of customized second interventions on claimant employment outcomes.

SNAP E&T Evaluation: \$1.5M USDA grant supports data quality improvements, equity analysis, and development of "stability" metrics to measure participant progress.

Continuous Improvement Committee: WTDB assessment identified need for greater alignment, unified reporting, and strategic restructuring.

Customer Satisfaction

- Response Rates: Businesses: 10.9% (up from 7.4% in PY 2023) Individuals: 8.4%
- Overall Quality Ratings: Individuals: 63.2% Excellent/Good Businesses: 81.8% Excellent/Good
- Likely to Recommend: Individuals: 82% Businesses: 81%

Performance & Accountability

There were no performance deficiencies. WIOA Title I & III Performance (PY 2024):

Adult

- Employment Q2: Negotiated 69.4%, Actual 72.0%
- Employment Q4: Negotiated 67.8%, Actual 69.5%
- Median Earnings: Negotiated \$8,500.00, Actual \$9,562.72
- Credential Attainment Rate: Negotiated 73.1%, Actual 74.2%
- Measurable Skill Gains: Negotiated 63.6%, Actual 62.1%

Dislocated Worker

- Employment Q2: Negotiated 68.0%, Actual 71.3%
- Employment Q4: Negotiated 66.1%, Actual 69.1%
- Median Earnings: Negotiated \$8,200.00, Actual \$9,503.06
- Credential Attainment Rate: Negotiated 66.3%, Actual 70.8%
- Measurable Skill Gains: Negotiated 61.3%, Actual 65.1%

Youth

- Employment/Education/Training Q2: Negotiated 65.0%, Actual 61.0%
- Employment/Education/Training Q4: Negotiated 62.9%, Actual 60.8%
- Median Earnings: Negotiated \$4,800.00, Actual \$5,352.36
- Credential Attainment Rate: Negotiated 54.0%, Actual 55.6%
- Measurable Skill Gains: Negotiated 50.5%, Actual 47.1%

Wagner-Peyser

- Employment Q2: Negotiated 68.2%, Actual 66.6%
- Employment Q4: Negotiated 68.0%, Actual 68.3%
- Median Earnings: Negotiated \$7,500, Actual \$9,505

Pennsylvania

Introduction

The Program Year 2024 Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative provides a comprehensive overview of Pennsylvania's progress in strengthening its workforce development system during the July 1, 2024 through June 30, 2025 reporting period. The report details the Commonwealth's strategic efforts to enhance service delivery across WIOA core programs, expand apprenticeship and sector-based training initiatives, modernize digital infrastructure, and support both employers and jobseekers through coordinated, data-driven approaches. It highlights advancements in continuous improvement, cross-agency collaboration, customer satisfaction practices, and targeted investments designed to address critical workforce shortages, improve access for individuals with barriers to employment, and align education and training pathways with labor market needs.

Use of State Funds

Pennsylvania supports several staff positions with the Governor's Reserve funding to accomplish the required statewide activities. Governor's Reserve funds supported statewide activities, including:

- Digital Literacy and Workforce Development Grants: Round 4 served 1,830 residents; Round 5 launched with \$5M in funding, serving over 4,500 residents to enhance digital skills for employment.
- Business Education Partnership (BEP) Grants: \$3.3M awarded to 22 Local Workforce Development Boards (LWDBs) to expand career awareness and work-based learning for youth.
- Certified Teacher Registered Apprenticeship Grants: \$7.7M awarded to 16 grantees to address teacher shortages through registered apprenticeship pathways.
- Agribusiness Workforce Services Engagement: \$1.3M awarded to Penn State to connect small agribusinesses to workforce resources and training.

Apprenticeship and Training Office Sector Strategies: In PY 24, the Apprenticeship and Training Office (ATO) expanded its sector strategy work allowing the field team to develop and grow registered apprenticeship programs in key industries across Pennsylvania. Focus areas include healthcare, information technology, education, agriculture, and the arts—with plans to add hospitality, transportation, and professional services in the coming year.

- Apprenticeship integration into Pennsylvania’s workforce system through partnerships with workforce and other Commonwealth agencies, the education system, employers, and our communities, including through the Apprenticeship Building America (ABA) grant.
- New sector apprenticeship programs continue to grow rapidly. In 2024, healthcare programs increased by 15%, technology programs by 8.6%, agriculture programs by 75%, education programs by 30.7%, transportation programs by 17.6%, and hospitality and tourism programs by 26%. Apprenticeship participation in these emerging sectors also expanded, with agricultural apprentices increasing by 6.6%, education apprentices by 16.4%, technology apprentices by 35%, transportation apprentices by 160%, and hospitality and tourism apprentices by 62.5%.

Industry Partnerships: Industry Partnerships are one of the primary sector strategy investments made in Pennsylvania. In PY 2024, L&I awarded \$4.9 million to 18 partnerships across the Commonwealth. L&I currently supports partnerships in these sectors: healthcare, information technology, manufacturing, building and construction, agriculture, and hospitality + entertainment.

PASmart STEM and Computer Science Initiative: In 2025, the PDE announced 10.35 million to the recipient of a new round of grants under the PASmart Initiative intended to expand access and inclusion in career and technical education programs that have a focus on computer science and STEM.

Pennsylvania Women Work (PA Women Work) receives funding through L&I for the New Choices New Options program which aids adults in transition.

Evaluations & Continuous Improvement

Pennsylvania advanced several evaluation and continuous improvement initiatives:

Reemployment Services and Eligibility Assessment Program (RESEA): Using a randomized controlled trial to compare outcomes for virtual vs. in-person participants and non-participants.

Grant Performance Evaluation: Multi-year partnership with KPMG to enhance grant monitoring and performance dashboards; project runs through June 2026.

Pre-Apprenticeship Success in Serving Youth and Integration into the Secondary School System: In 2024, the Apprenticeship and Training Office (ATO) achieved significant progress in expanding pre-apprenticeship opportunities for youth and deepening integration within Pennsylvania’s secondary education system. Added 14 new programs (6% increase), totaling 124 statewide; expanded partnerships with education and corrections systems.

Workforce Longitudinal Data System (PALDS): Linking education and workforce data to assess long-term outcomes for Title I Youth and other populations.

Continuous Improvement – Business Services: Building on the information received through the Business Service Delivery Evaluation, Labor & Industry leadership and the Bureau of Workforce Partnership & Operations (BWPO) created a Business Services landing page on the Commonwealth Website, as well as a comprehensive Business Services Guide that highlights the valuable no-cost services available through PA CareerLink® and Labor & Industry.

Customer satisfaction under the WIOA grant is monitored on a continuous basis using surveys of job seekers and employers.

Waivers

Pennsylvania did not operate under any WIOA waivers during PY 2024.

Performance & Accountability

There were no performance deficiencies in PY 2024.

Success Stories

Reentry to Healthcare: A justice-involved participant completed customer service and peer specialist training, overcame barriers, and secured full-time employment as a psych rehabilitation counselor earning \$18/hour.

Youth Achievement: An 18-year-old single mother earned her GED through WIOA Youth services and is now pursuing nursing education.

Adult Career Transition: A dislocated worker leveraged PA CareerLink® services to secure a full-time position at \$18/hour after long-term unemployment.

Republic of Palau

Introduction

Palau Workforce Innovation and Opportunity Act (WIOA) Office is integral to President Surangel Whipps, Jr.'s vision in focusing on providing Palauans with the necessary education, training, and employment that would improve their quality of life in Palau. Providing services through the WIOA Title I programs that will assist the people of Palau to move forward in acquiring employment opportunities, especially after the effects of the COVID-19 pandemic. The Single-State Workforce Development Board and the Palau WIOA

Office supports the President’s vision by facilitating the implementation and maintenance of a sustainable work force.

Use of State Funds

Governor’s Reserve funds supported statewide activities such as policy modernization, board restructuring, and intensive staff training through SAFAL Partners – Next Level Now.

Significant investment in compliance: creation of a Single-State Workforce Development Board (SSWDB) meeting U.S. DOL requirements (51% private sector, 49% public sector).

Evaluations & Continuous Improvement

Comprehensive review of outdated policies (15 years old) led to full revision and adoption of new WIOA-compliant policies by November 2025.

External technical assistance provided by U.S. DOL and SAFAL Partners for:

- Board governance compliance
- Policy adaptation and training (WIOA 101–301)
- State Plan revision (2024–2027 plan approved; mid-cycle update pending).
- Implemented monitoring and auditing protocols per EO 490 and SSWDB by-laws.

Waivers

No new waivers reported for PY 2024.

Performance & Accountability

Adult & Dislocated Worker Programs: Implemented September 2025; On-the-Job Training enrolled 50 participants (of 79 applicants).

Youth Program: Continued work experience model; 25 youth enrolled in PY 2023–2024; similar structure for PY 2024–2025.

Indicators:

- Employment 2nd & 4th Quarter After Exit: 0% (due to late implementation).
- Credential Attainment & Measurable Skill Gains: 0%.
- Median Earnings: Adult/Dislocated Worker \$2,100; Youth \$1,820.

Success Stories

None provided.

Puerto Rico

Introduction

Puerto Rico's workforce development system leveraged WIOA resources to strengthen its talent pipeline and support economic mobility for residents while meeting employer demand. The state's approach emphasized sector partnerships, Registered Apprenticeships, and modernized service delivery through PRIS 2.0. PY24 priorities included:

- Expanding work-based learning and OJT programs to align with high-growth sectors such as manufacturing, healthcare, IT, and renewable energy.
- Increasing access to Registered Apprenticeship Programs (RAPs), with 1,483 apprentices enrolled and 274 credentials earned.
- Enhancing data integrity and system modernization to improve transparency and compliance.
- Strengthening youth services through innovative strategies and waiver flexibility to balance OSY and ISY participation.

Use of State Funds

Governor's Reserve funds supported various initiatives including those listed below.

Registered Apprenticeship Expansion: \$6.5M invested in sponsors for advanced manufacturing, IT, and digital marketing.

On-the-Job Training (OJT): \$5.7M for CooperVision (230 workers) and \$529K for Abartys Health (6 workers).

Youth Program Enhancements: \$859K for La Montaña LWDA; \$350K for Carolina LWDA; \$200K for CONPRMETIDOS youth career event.

Community Projects: Boys & Girls Club received \$492K for YouthBuild; EV Media received \$240K for renewable energy digital marketing apprenticeships. Impact: 113 new jobs created; 133 incumbent workers earned nationally recognized credentials.

Rapid Response: received and addressed five WARN Notices and delivered Rapid Response services to 16 companies experiencing layoffs or closures. These events affected a projected total of 2,560 workers, with 2,357 officially dislocated.

Evaluations & Continuous Improvement

Study: “WIOA Services in Puerto Rico: A Look from the Ground Up” (2025) examined service delivery across eight local areas, highlighting:

- Limited and outdated training options for youth.
- Need for stronger outreach and interagency collaboration.
- Workforce demographic shifts and gaps in staff training.

Continuous Improvement: 30 technical assistance sessions; SMART training; development of Local and Regional Plans; PRIS system upgrades for data integrity.

Waivers

Puerto Rico operated under three waivers:

- OJT Employer Reimbursement up to 90%: Used by 13 local boards; \$9.86M invested; 1,297 participants trained (71% dislocated workers).
- Youth Program Flexibility: Reduced OSY expenditure requirement from 75% to 50%; \$7.12M spent (50.07% OSY / 49.93% ISY).
- Governor’s Reserve Flexibility for Disaster Relief: \$28.2M invested in emergency response initiatives (elder care, dengue control, flood recovery).

Performance & Accountability

During PY24, Puerto Rico was able to meet its negotiated performance targets.

Adult Program

- Employment Rate 2nd Quarter: 67.4% — Surpass
- Employment Rate 4th Quarter: 68.2% — Surpass
- Median Earnings 2nd Quarter: \$4,008 — Surpass
- Credential Attainment Rate: 64.0% — Surpass
- Measurable Skill Gains Rate: 76.8% — Surpass

Dislocated Worker Program

- Employment Rate 2nd Quarter: 62.9% — Surpass
- Employment Rate 4th Quarter: 69.1% — Surpass
- Median Earnings 2nd Quarter: \$4,180 — Surpass
- Credential Attainment Rate: 78.8% — Surpass
- Measurable Skill Gains Rate: 75.4% — Surpass

Youth Program

- Employment/Education Rate 2nd Quarter: 59.4% — Surpass
- Employment/Education Rate 4th Quarter: 68.6% — Surpass
- Median Earnings 2nd Quarter: \$2,776 — Surpass
- Credential Attainment Rate: 37.1% — Surpass
- Measurable Skill Gains Rate: 83.2% — Surpass

Success Stories

Youth Program: A high school dropout earned her diploma and is now pursuing nail esthetics training to start a business.

Young Mother: Transitioned from Walgreens work experience to entrepreneurship, launching a balloon art business.

Adult Program: Participant advanced from entrepreneurial skills training to aesthetics instructor, inspiring others.

Dislocated Worker: Completed electrical tech training and secured full-time employment.

Inclusive Employment: Four adults with functional diversity placed in their first jobs at a local theater.

Incumbent Worker Training – At Peter Built Trucks a total of nine (9) incumbent workers were trained as Specialized Diesel Mechanics to keep their jobs by acquiring new technology skills.

Employer Partnership: Lufthansa Technik trained 13 workers for aircraft maintenance roles. Hogar Amor y Paz, a senior care facility, partnered with the Job Center to recruit and train staff for 13 essential roles.

Rhode Island

Introduction

Rhode Island's workforce development system continues to advance its strategic vision under WIOA by prioritizing employer demand, career pathways, and data-driven decision-making. The state's approach integrates sector partnerships, Registered Apprenticeships, and individualized case management to ensure equitable access to training and employment opportunities. Key priorities for PY24 included:

- Expanding industry sector partnerships through Real Jobs RI.
- Modernizing career tools to reflect emerging trends such as AI and remote work.

- Increasing the number of programs on the Eligible Training Provider List (ETPL), adding over 20 new providers in high-growth industries.
- Strengthening Registered Apprenticeship Programs (RAPs), with 38 RAPs listed on ETPL.

Use of State Funds

Governor's Reserve funds supported:

- Monitoring & Compliance: RIDLT's Office of Policy, Integrity, and Compliance.
- Financial Operations: Accounting and reporting for WIOA programs.
- State Workforce Board Operations: Oversight and governance activities.

RI's Rapid Response program assisted 32 companies and 2,410 dislocated workers from a wide variety of industries in PY24, offering informational sessions and career readiness workshops in several languages to support linguistic needs.

The QUEST Disaster Recovery DWG: RIDLT executed contracts with over 30 organizations aligned to critical industry sectors, including infrastructure-related sectors and the care economy.

Evaluations & Continuous Improvement

Cross-Program Evaluation: Identified "service deserts" in high-need communities; led to enhanced outreach strategies.

RESEA Randomized Control Trial (Brown University Policy Lab):

Short-term impact: +\$1,195 annualized wages; +1.66% reemployment; -1.77 weeks on UI.

Long-term impact: +\$1,153 annualized wages; +1.47% reemployment; -1.99 weeks on UI.

All results statistically significant; findings will inform future RESEA improvements.

Customer Satisfaction: RIDLT surveyed over 1100 Title IB clients with 110 unique responses, most respondents (approximately 80%) indicated satisfaction with the services, and a little over 70% indicated that the services were very useful.

Waivers

Rhode Island operated under four waivers:

State Board as Local Board for Greater Rhode Island LWDA (approved since 2019). The waiver has functioned without issue since its initial authorization in 2019. The members of the Local Area Advisory Committee meet regularly and are engaged in decision-making

effecting the Greater Rhode Island local area; firewalls and internal controls are working as intended with board and staff taking reasonable precautions against real or perceived biases; the state remains in compliance with federal financial rules and expectations; state and local monitoring continues with regularity, and both local areas receive allocated WIOA funding through a transparent process that is consistent with federal regulations.

Youth Program Flexibility: Reduced OSY expenditure requirement from 75% to allow more ISY services. In PY22, 20.6% of all WIOA Youth served statewide were in-school youth; in PY23, that percentage decreased to 18.2% of all WIOA Youth served statewide; and in PY24, it further dropped to 14%. Accordingly, the balance of ISY has not yet increased. In part, this is due to one local area not utilizing the waiver and prioritizing OSY enrollment. The state nonetheless remains committed to using the flexibility granted by this waiver to promote innovative and flexible in-school service models, and our WIOA Youth Providers in the other local area do continue to see increased foot traffic from ISY into their service locations.

OJT Employer Reimbursement up to 90% for businesses with ≤ 50 employees; 100% of PY24 OJTs were for small businesses.

ITAs for In-School Youth: Approved but not utilized in PY24 due to funding constraints.

Performance & Accountability

RI met or exceeded 15 of 18 indicators; with a slight underperformance in Youth Q2 employment and credential attainment.

Adult Program: Employment Rate Q2: 88% (target: 85%), Credential Attainment: 74.2% (target: 67%)

Dislocated Worker Program: Employment Rate Q2: 91.2% (target: 85%), Median Earnings: \$11,852 (target: \$9,500)

Youth Program: Employment/Education Rate Q4: 78% (target: 71%), Credential Attainment: 72.4% (target: 63%)

Effectiveness in Serving Employers: Retention with same employer = 70.6% (up from 65% in PY23).

Success Stories

Registered Apprenticeship Expansion: 38 RAPs listed on ETPL; strong adoption through frontline staff training and technical assistance.

Eligible Training Provider List Growth: Over 20 new providers added in PY24, including programs in healthcare, manufacturing, and Artificial Intelligence.

Employer Engagement: Reimagined outreach as a B2B enterprise; new collateral, promotional materials, and streamlined processes.

South Carolina

Introduction

PY 2024 marked a transformative year for South Carolina's workforce system under WIOA, driven by modernization, expanded outreach, and innovative programs. Key highlights include:

- Launch of FindYourFuture.sc.gov, a statewide portal connecting jobseekers to education and career pathways.
- Establishment of the Office of Statewide Workforce Development (OSWD) to align workforce strategies under the Coordinating Council for Workforce Development (CCWD).
- Deployment of SC Works Learning Management System for cross-partner staff training and professional development.
- Statewide campaigns such as Where There's More and SC@Work: Rural Connections, reaching thousands of jobseekers and employers.
- Introduction of STAYS Program for veterans and military spouses, resulting in 135 hires and over 400 participants.
- Expansion of Career Peeks and youth-focused initiatives to promote career awareness from early education through high school.

Use of State Funds

The Board invests in meaningful workforce development strategies that align with the state's vision of developing a skilled workforce and a responsive workforce system that meets the needs of business and industry. Governor's Reserve funds supported projects including:

- Workforce Innovation Funding (\$3M) for local pilot projects.
- LWDA Training Funds (\$1M) for in-demand skills development.
- Career Readiness and Soft Skills programs (\$418K).
- Outreach and SC Works signage refresh (\$449K).
- Planning and development for WIOA State Plan alignment (\$930K).

- Statewide operating costs and SC Works Online Services maintenance (\$1M).
- Shared case management system project (\$69K).

SC@Work: Rural Connections: 288 events; 13,030 jobseekers; 1,171 follow-up interviews.

Virtual Engagement Center: 16,143 visitors in PY24.

Career Coach Mobile Units: 152 events; 1,921 attendees; second unit added for PY25.

Rapid Response: Served 239 employers and 3,434 dislocated workers.

Incumbent Worker Training: \$355K invested; 84 jobs saved.

Layoff Aversion Tools: Competitiveness reviews, WorkShare program, and strategic planning support.

Evaluations & Continuous Improvement

Southern Carolina Alliance Manufacturing Workforce Collaborative: Focused on manufacturing training and childcare access as a barrier-removal strategy. Over a period of nine months, the collaborative identified several strategies to enhance the manufacturing workforce in the seven-county SCA region. The evaluation uses a mixed-methods design with KPIs on credential attainment, job placement, and retention. Public reports and dashboards are planned for 2025–2026.

Continuous improvement strategies include replication of successful models statewide and integration into the 2027 State Plan refresh.

Customer Satisfaction: To evaluate service effectiveness and identify opportunities for improvement, customer satisfaction feedback was collected from both jobseekers and business customers across all local areas. Local areas achieved a 10.78% response rate among individual jobseekers, with 6,170 responses out of 57,221 served. The average satisfaction rating among jobseekers rose to 82.29%. South Carolina's business customers reported consistently high satisfaction levels, with an average rating of 92.01%.

Waivers

South Carolina operated under a waiver reducing the OSY expenditure requirement from 75% to 50%, enabling: Expanded ISY services in rural areas, increased collaboration with foster care, juvenile justice, and vocational rehabilitation programs and enhanced work-based learning opportunities. Outcomes: 208 youth received work experience; 376 earned credentials; 787 employed in Q2 after exit.

Performance & Accountability

South Carolina has three state-specific financial performance measures to ensure and promote fiscal responsibility: Obligation Rate, Fund Utilization Rate, and Participant Cost Rate.

All 12 local areas met programmatic performance for PY24.

Negotiated vs. Actual Performance (Title I & III):

- Adult Program: Employment Rate Q2: 79.1% target; exceeded in most regions (up to 107.9%). Median Earnings: \$6,900 target; actuals exceeded in multiple areas (up to 131.8%).
- Dislocated Worker Program: Employment Rate Q2: 81.6% target; actuals exceeded in most regions. Median Earnings: \$8,550 target; actuals exceeded in multiple areas (up to 137.9%).
- Youth Program: Employment Rate Q2: 78% target; most regions exceeded 100%. Credential Attainment: 63% target; exceeded in several areas (up to 148%).
- Effectiveness in Serving Employers: Retention with same employer = 61% (above PY21 national average of 56%).

Success Stories

Second Chance Initiative: Supported returning citizens with job readiness and placement.

Back to Work Program: Helped individuals experiencing homelessness gain employment and housing stability.

STAYS Program: Connected veterans to employers; 135 hires achieved.

Be Pro Be Proud SC: Mobile skilled trades workshop reached 53,766 students since launch.

Empowering Tomorrow's Leaders: Youth Employment Site (YES) launched to promote part-time jobs for teens.

South Dakota

Introduction

PY 2024 was a year of innovation and adaptation for South Dakota's workforce system. Key priorities included:

- Modernized Service Delivery: Expanded virtual workshops, virtual job fairs, and monthly layoff assistance webinars.
- Digital Literacy Initiatives: Launch of Grow with Google courses and plans for Northstar Digital Literacy curriculum and Chromebook lending.
- Work-Based Learning (WBL): Increased opportunities through apprenticeships, internships, and on-the-job training, including the Teacher Apprenticeship Pathway.
- Strategic Partnerships: Strengthened collaboration with Job Corps, Department of Corrections, and statewide agencies to streamline referrals and enhance service delivery.
- Employer Engagement: Workforce Knowledge Series and virtual hiring events connected businesses with talent and resources.

Use of State Funds

During PY25, focus was placed on improving partnerships that support strategic service delivery models and serve individuals who are low-income, basic skills-deficient, or on public assistance.

QUEST National Dislocated Worker Grant: Served 1,091 individuals; \$259,620 invested in occupational skills training; \$112,700 in support services; 25 OJT placements.

Digital Equity Capacity Grant: \$5M awarded to expand digital literacy and device access (terminated in May 2025).

Federal Bonding Grant: \$100K awarded; 120 bonds issued to employers hiring justice-involved individuals.

Registered Apprenticeships: 1,577 active apprentices (+14.8% from PY23); 22 new sponsors; Teacher Apprenticeship Pathway success.

Career Ready Program: 335 WBL opportunities for 6,521 students; concluded in May 2025 due to budget limits.

Digital Skills & Career Tools: Big Interview (948 users, 2,013 mock interviews), Bring Your 'A' Game Anywhere (250 completions), Grow with Google (11 completions).

Rapid Response: 62 layoffs/closures; 17 in-person events; new monthly virtual layoff assistance sessions launched.

The Dakota Roots program is a workforce-recruitment initiative that connects out-of-state job seekers with employment opportunities in South Dakota and assists them with relocation and settlement in the state. Job advisors processed 847 inquiries, 532 job

seekers chose to create an SDWORKS account and receive personalized job advisement services.

Evaluations & Continuous Improvement

Reentry Training Impact Study: Compared outcomes for incarcerated individuals receiving DLR-funded training vs. control group.

- Employment Rate Q2 after exit: 60.94% (DLR group) vs. 45.31% (control).
- Median Earnings Q2 after exit: \$6,622 vs. \$3,992.

Conclusion: Training significantly improved employment and earnings outcomes for returning citizens. Evaluations are posted to DLR's [website](#).

Customer Satisfaction: Quarterly, electronic customer satisfaction surveys are sent to both businesses and individuals; total of 263 job seekers, representing 3.2% of those surveyed, participated in the survey. Among them, 253 reported having worked directly with an Employment Specialist. Of these respondents, 83.4% rated their Employment Specialists as exhibiting a high level of professionalism and knowledge, while 78.6% stated that all or most of their needs were met. Additionally, 59.7% of respondents indicated their interactions with DLR were conducted virtually.

Twenty-eight employers, or 9.6% of those surveyed, responded. Among these businesses, 85.7% noted their Employment Specialists displayed a high level of professionalism and knowledge, with 75.0% reporting that all or most of their needs were met. Furthermore, 57.1% of employers indicated their contact with DLR was virtual.

Waivers

South Dakota operated under two waivers:

OSY Expenditure Waiver: Allowed up to 50% of youth funds for In-School Youth (ISY). Increased WBL services for youth from 17.6% (PY23) to 29.5% (PY24).

ITA Waiver for ISY: Expanded postsecondary training options. ISY occupational skills training participation rose to 11.1% (highest in 3 years). Measurable Skills Gains for ISY increased to 73.9%.

Performance & Accountability

South Dakota will not make our negotiated target for Title I Adult, Median Earning 2nd quarter after exit DLR is working to identify any factors that might have affected this performance measure, including but not limited to co-enrollment, characteristics of participants, services provided, and employment placement, to identify ways to improve.

Negotiated vs. Actual Results:

Adult Program: Employment Rate Q2: 66.1%; Employment Rate Q4: 67.1%; Median Earnings: (\$7,400 target) \$5,637 actual; Credential Attainment: 68.9%; Measurable Skills Gains: 61.5% target.

Dislocated Worker: Employment Rate Q2: 73% actual; Employment Rate Q4: 70.2%. Median Earnings: \$9,342; Credential Attainment: 81.1%; Measureable Skills Gain: 84.6%.

Youth Program: Employment/Education Rate Q2: 73.7% actual; Employment/Education Rate: 74.9%; Median Earnings: \$9,342; Credential Rate: 74%; Measurable Skills Gain: 57.8%.

Effectiveness in Serving Employers: Retention with same employer = 79.6% (up from 73% in PY23).

Success Stories

Career Launch: Jonathan earned a CDL and secured a \$24.62/hour driving job with benefits.

Adult Program: Chavis transitioned from incarceration to employment as a brake press operator through OJT and Federal Bonding.

Dislocated Worker & QUEST: Joe completed CDL training despite housing challenges, supported by co-enrollment and supportive services.

Tennessee

Introduction

Program Year 2024 marked a pivotal year for Tennessee's workforce system, driven by Executive Order 109, which elevated the State Workforce Development Board (SWDB) as the central leadership body for aligning education, training, and employer needs. The state focused on increasing labor force participation to 65%, leveraging strategies such as apprenticeships, reentry programs, and targeted engagement with special populations (youth, seniors, veterans, and justice-involved individuals).

Key priorities included:

- Expanding Apprenticeships & Work-Based Learning
- Strengthening Reentry Services
- Enhancing Customer Experience through Zendesk CRM

- Improving compliance and safety standards statewide

Use of State Funds

Rural Workforce Initiatives: Rural communities in Tennessee often struggle to access quality healthcare due to factors like limited facilities, long travel distances, workforce shortages, and high costs. Governor Bill Lee is prioritizing initiatives to improve rural healthcare. The Tennessee Department of Labor and Workforce Development (TDLWD) is leading efforts to address workforce shortages across various industries, with healthcare as a priority.

Non-Degree Credentials Program: The Tennessee State Workforce Development Board is spearheading a new statewide non-degree credentialing program to develop targeted, short-term certifications for high-demand skills as a collaborative effort involving state agencies, educational institutions, and industry partners.

Tennessee Youth Employment Program (YEP): The Tennessee Youth Employment Program (YEP) is a state-funded program for individuals aged 14-24 that connects them with employers for paid, hands-on work experience: Served 4,700 youth statewide, plus 2,500 new Title I Youth enrollments.

Apprenticeship TN: 12,145 participants enrolled in Registered Apprenticeships. 1,371 completions; average wage post-completion was \$29.28/hour.; 72% increase in employer partnerships; 157 certified pre-apprenticeship programs.

Reentry Services (TOOR): 6,493 justice-involved enrollments; 1,251 new registrants in Jobs4TN.

\$6.7M PROWD grant for federal inmate workforce programs.

SNAP E&T: 41% increase in enrollments; \$200K leveraged for justice-involved training.

Senior Community Service Employment Program (SCSEP): Served 190 participants, utilizing 72% of allocated slots.

National Dislocated Worker Grants (NDWG): \$5M QUEST grant and \$4.5M Hurricane Helene recovery grant active through 2026.

AJCs provide a range of free services designed to help individuals prepare for and secure employment opportunities:

- Virtual AJC saw 76,058 unique visitors (+243% over PY23).
- Mobile AJCs: Delivered services to rural and disaster-affected areas, including Hurricane Helene recovery efforts.

Evaluations & Continuous Improvement

RESEA Impact Study: Randomized Controlled Trial. The aim of this study is to determine whether offering the RESEA program to UI claimants improves their employment and earnings outcomes and reduces the number of weeks they receive UI benefits. The final report is due Dec. 2026.

Customized Job Training Evaluation (Stanford): During Program Year 2024 TDLWD partnered with Stanford University to evaluate the impact of incumbent worker, customized and on the job training programs.

Preview of Main Results:

- Earnings rise \$406–\$809 per quarter (3–5%) following enrollment
- Gains persist for at least 5 years
- Driven by the intensive margin and specific skills training
- Concentrated in small firms in manufacturing and wholesale sectors
- Payback in 4 quarters
- Cost–benefit: Marginal Value of Public Funds (MVPF) = infinite

Waivers

In program year 2024 Tennessee had two WIOA waivers.

OSY Expenditure Waiver: Allows flexibility in youth funding allocation (effective through June 2026). For several of the areas, ISY enrollment has increased more than 100%.

ITA Waiver for In-School Youth: Enables postsecondary training for ISY. Without this waiver the Youth program would have to serve 75% Out of school Youth and 25% in School Youth.

Business Capitalization Waiver: Permits up to \$10,000 per small business for stabilization (East & Northeast regions utilized \$150K+).

Performance & Accountability

Per federal guidance, the State of Tennessee is required to meet at least 90% of the target, however seven measures exceeded the targets that were established.

Core WIOA Measures (PY24):

Adult Program:

- Employment Rate Q2: 80.8% (Target: 82%)
- Employment Rate Q4: 81.5% (Target: 80.7%)
- Median Earnings Q2: \$8,242 (Target: \$7,982)

- Credential Attainment: 70.5% (Target: 72.4%)
- Measurable Skills Gain: 72.3% (Target: 74.7%)

Dislocated Worker:

- Employment Rate Q2: 83.7%; (Target: 84.4%)
- Employment Rate Q4: 83.5% (Target: 83.7%)
- Median Earnings Q2: \$9,612 (Target: \$8,699)
- Credential Attainment: 73.2% (Target: 69.9%)
- Measurable Skills Gain: 79.3% (Target: 73.9%)

Youth:

- Employment/Education Rate Q2: 77.5% (Target: 82.5%)
- Employment/Education Rate Q4: 78.1% (Target: 80.5%)
- Median Earnings: \$5,418 (Target: \$5,548)
- Credential Attainment: 65.2%.
- Measurable Skills Gain: 54.8% (Target: 60.0%)

Wagner-Peyser:

- Employment Rate Q2: 66.2% (Target: 67.0%)
- Employment Rate Q4: 65.0% (Target: 65.0%)
- Median Earnings: \$7,535 (Target: \$6,800)

Employer Engagement:

- Retention with same employer (Q2 & Q4): 60.9%.
- Repeat business customers: 13.6%; Employer penetration rate: 3.7%.

Success Stories

Don: Secured \$25/hour CDL role through AJC job fair.

MakayInd: Transitioned from single parent to licensed dental assistant with WIOA support.

Anvith: Overcame disability to pursue Criminal Justice degree and work experience.

Nichole: Justice-involved participant completed cosmetology training, now employed and thriving.

Amber: From restaurant closure to phlebotomy career via RESEA and WIOA support.

Texas

Introduction

Each year, Texas submits a WIOA Annual Statewide Performance Report Narrative to the U.S. Department of Labor, providing a transparent account of how federal and state workforce funds are used, the outcomes achieved, and the innovative strategies employed to meet the needs of Texans and employers across the state.

Use of State Funds

Texas invested WIOA statewide funds to support innovation, integration, and workforce system capacity.

Texas Talent Connection Grant: Over \$7.3 million awarded to 22 workforce skills training and job placement programs, including initiatives for youth, healthcare, and rural communities.

Workforce Innovation Fund: \$1 million in WIOA funding enabled Boards to pilot regional programs, such as AI-driven job search support and new construction training models.

Apprenticeship Expansion: \$8.8 million in federal grants and \$20 million in state funds supported 165 new Registered Apprenticeship Programs (RAPs), 318 program expansions, and 11,700 new apprentices.

Industry Partnerships: \$50,000 awarded to expand training in high-demand sectors, serving 4,450 individuals.

Healthcare Initiatives: \$2 million for Upskill Texas Healthcare Initiative and \$1.5 million for nursing program capacity.

Rural Training Labs: \$1 million invested to deliver short-term, high-impact training in 229 rural counties.

During PY 2024, Rapid Response (RR) services reached 35,079 workers and 540 employers.

TWC continues to enhance the [Texas Credential Library](#). The library aligns workforce development with high-demand jobs in Texas and allows users to compare credentials and programs. The library features 16,587 credentials, with ongoing collaboration with Credential Engine.

Evaluations & Continuous Improvement

Continuous Improvement: Texas Workforce Commission (TWC) uses quasi-experimental and randomized controlled trial (RCT) methods, including Six Sigma and Lean, to evaluate and improve programs.

Business Transformation (BT): Systemic process improvements and automation for efficiency.

Vocational Rehabilitation (VR): Ongoing evaluation of Project SEARCH shows participants 1.4x more likely to achieve successful closure than comparison group.

LinkedIn Study: Ongoing research on the impact of LinkedIn use in job searches.

Customer Service: Surveys (222,196 surveyed, 2.8% response rate) inform standards and initiatives; satisfaction rates rose from 66% (PY23) to 68% (Dec 2024).

Waivers

Use of Individual Training Accounts (ITAs) for In-School Youth (ISY): Allows ITAs for ISY ages 16–21, expanding access to training in rural areas. In PY24, 1,099 ISY served; 689 enrolled in education/training; 75 used ITAs (11%).

Local Performance Accountability Flexibility: Permits TWC to modify Board performance measures and promote integrated case management. Increase the integration of services to customers; evaluate Boards more effectively, promoting accountability; and provide Boards with flexibility in implementing Workforce Solutions Offices services.

Reallocation of Local Funds: Allows state-developed criteria for redistributing recaptured funds among workforce areas. By aligning resources with industry demand, expanding opportunities for individuals with barriers to employment, and enhancing service delivery through technology and data-driven strategies, the Texas workforce system continues to strengthen communities, support employers, and prepare Texans for the jobs of today and the future.

Performance & Accountability

TWC's WIOA Statewide and Local Performance Report shows that in PY 2024, TWC met or exceeded all initially agreed-upon performance targets.

Adult Program

- Employment / Enrollment Q2 Rate: 107.14%
- Employment / Enrollment Q4 Rate: 110.45%

- Median Earnings Q2: 99.23%
- Credential Rate: 91.08%
- Measurable Skill Gain: 90.85%
- Average % of Target (Program): 113.90%

Dislocated Worker (DW) Program

- Employment / Enrollment Q2 Rate: 98.73%
- Employment / Enrollment Q4 Rate: 96.14%
- Median Earnings Q2: 99.23%
- Credential Rate: 92.53%
- Measurable Skill Gain: 70.69%
- Average % of Target (Program): 102.63%

Youth Program

- Employment / Enrollment Q2 Rate: 95.42%
- Employment / Enrollment Q4 Rate: 99.00%
- Median Earnings Q2: 109.49%
- Credential Rate: 102.24%
- Measurable Skill Gain: 102.05%
- Average % of Target (Program): 112.59%

Wagner-Peyser Program

- Employment / Enrollment Q2 Rate: 109.51%
- Employment / Enrollment Q4 Rate: 107.14%
- Median Earnings Q2: 97.39%
- Credential Rate: N/A
- Measurable Skill Gain: N/A
- Average % of Target (Program): 112.21%

Success Stories

Career Navigation: An individual who lost their job found new purpose as a WIOA Career Navigator, now helping others.

Youth Empowerment: A former foster youth completed a workforce-paid internship in social work, strengthening their commitment to helping others.

Overcoming Barriers: An individual with a criminal record completed CDL training and secured employment as a driver, earning \$18/hour.

Family Transformation: An out-of-school youth completed radiology technician training, increasing their wage from \$9.50 to \$28.70/hour and improving family stability.

Utah

Introduction

Utah's workforce system advanced its 2024–2028 WIOA State Plan during PY24, aligning strategies with Governor Cox's economic growth priorities. The State Workforce Development Board (SWDB) focused on career pathways, apprenticeship expansion, and employer engagement, while maintaining strong partnerships across core programs and agencies.

Use of State Funds

Apprenticeship Expansion: Added 51 new registered apprenticeship programs in 23 occupations. Active apprentices reached 4,940, an all-time high (+4.4% YoY).

Launched U-RAPT (Utah Registered Apprenticeship Program for Teachers) to address teacher shortages.

Formalized international partnership with Austria to enhance youth apprenticeship programs.

Work Experience Growth: 212% increase in customers participating in work experience programs compared to PY23.

Virtual Reality Career Exploration: Rolled out VR tools statewide for WIOA Youth to explore careers before committing to training or employment.

Employer Engagement: Hosted Utah Valley Job Fair with 120+ employers; expanded outreach through "Better Your Business Breakfast" seminars.

Rural Outreach: Delivered services to remote Navajo Nation communities, including Monument Valley, via mobile and on-site support.

Veteran Services: Conducted 60 TAP Employer Panels at Hill Air Force Base, connecting 1,000+ transitioning service members with employers.

Virtual Job Fairs: Connected 5,300+ job seekers with hundreds of employers statewide.

Evaluations & Continuous Improvement

Workforce Services continued to implement projects based on the WIOA Evaluation finalized in spring of 2020. The full report is available on the Utah State Workforce Development Board (SWDB) [website](#).

Waivers

Utah continues to use a waiver allowing Individual Training Accounts (ITAs) for in-school youth, supporting postsecondary education and credential attainment. PY24 expenditures: 93.83% OSY vs. 6.17% ISY, exceeding the federal 75% OSY requirement.

Performance & Accountability

Utah met or exceeded all WIOA core performance indicators.

Success Stories

Brittnie (Youth): From high school graduate to certified dental assistant through On-the-Job Training and WIOA support.

Elle (VR + WIOA): Overcame mental health barriers, earned nursing degree, secured full-time employment.

Jacob (Veteran): Transitioned from IT layoff to mechanical engineering technician via OJT and technical training.

Jane (Foster Care Youth): Maintained full-time hospital job while completing pre-med degree; accepted into Yale Medical School.

Jordan (Ex-Offender): CDL training and job placement through WIOA and VR collaboration.

Vermont

Introduction

In PY 24, the Vermont Department of Labor (VDOL) focused on strengthening partnerships, improving policy governance, and expanding workforce strategies to meet the needs of job seekers and employers. Key priorities included resolving compliance review findings, launching Operational Governance for policy consistency, and preparing for anticipated federal changes impacting SNAP/TANF recipients. Vermont continued to leverage Labor on Location outreach, expand apprenticeship pathways, and integrate service-to-career strategies.

Use of State Funds

The funds also pay for a portion of the salary and benefits of various staff engaged in provision of technical assistance to State entities and one-stop partners, or who are engaged in improvement of coordination of activities in the workforce system.

Established Operational Governance Committee for structured policy development and review.

Service-to-Career Pathways: Engaged in NGA Policy Academy to integrate AmeriCorps and service programs into career pathways.

Workforce Expansion Program: State-funded initiative to increase labor force participation and align talent with employer demand.

Registered Apprenticeship Growth:

- 110 programs in 27 occupations; 1,569 apprentices statewide.
- Added 11 new programs and 808 new apprentices; 314 completions.
- Certified 3 Pre-Apprenticeship programs (Carpentry Boot Camp, HVAC 101, Timber Framing).
- Launched Vermont Construction Academy and expanded youth apprenticeships in electrical and plumbing trades.

Sector Strategies:

- Expanded manufacturing and construction apprenticeships; introduced heavy equipment simulator for training.
- Developed Vermont's first Registered Teacher Apprenticeship Program (27 apprentices across 7 districts).

Technology Modernization: Initiated CRM procurement to improve job matching, case management, and reporting.

Rapid Response: Delivered services for 7 major layoffs affecting ~400 workers; introduced bi-weekly virtual sessions for impacted workers.

Delivered career exploration workshops to 240 students at Sophomore Career Summit and financial literacy fairs for juniors and seniors.

Increased foot traffic in Career Resource Centers due to renewed visibility and social media outreach.

JVSG fully staffed for first time in years; launched consolidated positions and enhanced veteran outreach through SkillBridge and CSP programs.

Evaluations & Continuous Improvement

Vermont participated in the USDOL Evaluation Peer Learning Cohort and selected the EmployVT Youth Career Connector as its capstone evaluation focus, with plans to public this evaluation in PY 2025.

Customer Satisfaction: VDOL offers a link to a short survey to all customers in every staff member's email signature.

Waivers

Vermont had no Waivers in place during Program Year 2024.

Performance Outcomes

Vermont met or exceeded most WIOA performance targets.

Success Stories

Y's Journey: From job loss to Resident Life Coordinator through personalized support and digital skills training.

H's Transformation: From recovery to café manager, earning GED and stable housing through WIOA work experience and supportive services.

Veteran Services: SkillBridge and Hilton Honors programs facilitated successful transitions for service members.

Virginia

Introduction

Program Year 2024 marked a transformational milestone for Virginia's workforce system with the launch of Virginia Works, consolidating 11 programs into a unified agency. This integration streamlined service delivery, modernized data systems, and positioned Virginia as a national leader in workforce innovation. The agency focused on employer engagement, and apprenticeship expansion, while exceeding performance targets in most WIOA indicators.

Use of State Funds

The Governor's Reserve investments were organized across several strategic priority areas, each designed to address critical workforce system needs and enhance service delivery across the Commonwealth funding technology modernization, childcare support, healthcare workforce grants, and rapid response enhancement and built sustainable infrastructure for data integration and performance dashboards.

Grant-Funded Skill Development Initiatives: Round 1, 2023 Grant Projects focused on expanding access to training and employment services through targeted interventions

Rapid Response and Career Services Enhancements: Two key initiatives, The Facilitating Career Pivots and Project HIRED Fund Expansion.

Cross-Agency Partnerships: The Virginia Office of Education and Employment (VOEE) VA Skills Initiative aligned skill development efforts, the VA Childcare Support program expanded access to affordable childcare for working families and training participants, the Investing in Workforce Development Initiative (IWDI) created new pathways for employer engagement and investment in workforce development, and the Outfront Media Contract with Skillsource enhanced the state's ability to communicate through strategic marketing and outreach.

Agency Transition: Virginia Works established as the Commonwealth's workforce agency on July 1, 2024. Governor's Reserve funds supported critical technology infrastructure improvements essential to the stand-up of Virginia Works, the state's integrated workforce development system.

Registered Apprenticeship Expansion: Surpassed 15,500 active apprentices (42% increase since 2022). Added 212 new programs and expanded intermediaries from 4 to 27 (+575%). Launched HIRED Apprenticeship Initiative with grants up to \$6,000 per apprentice.

Employer Engagement: Hosted 55 hiring events, connecting 23,832 job seekers with 1,351 employers. Launched Together for Talent Summit and revamped Talent Solutions Guide for businesses.

Digital Innovation: Introduced virginiahasjobs.com/ai with 10,000 free Google Career Certificates (6,800 utilized). Added hubs for data analytics, cybersecurity, and career planning tools.

Rapid Response served 153 employers directly, responded to 203 employers reporting closures or layoffs, and provided services to 8,131 of the 10,917 individuals impacted by workforce disruptions.

Evaluations & Continuous Improvement

Comprehensive Review of Virginia’s Workforce Development System (August 2025): This legislatively mandated evaluation assessed the effectiveness and efficiency of workforce programs. Report accessible [here](#).

Virginia Workforce Development Customer Discovery Report (August 2024): Contracted through Boston Consulting Group, this study evaluated how well Virginia’s workforce system serves job seekers and employers. Report accessible [here](#).

Virginia Registered Apprenticeship Program: Economic Impact and Return on Investment Analysis (August 2025): This economic analysis evaluated the fiscal and economic contributions of the Registered Apprenticeship program. Report accessible [here](#).

Secretary of Labor’s Quarterly Progress Reports: Quarterly reports document the transition of workforce programs to [Virginia Works](#).

Planned Evaluations:

- Jobs for Veterans State Grant (JVSG) Return on Investment Study (In Progress), expected completion Q2 2026.
- Expanded ROI Studies for Core Programs, phased approach over 2026-2028.

Customer Satisfaction:

- 1,648 survey responses via Virginia Workforce Connection (VaWC).
- Employer survey: 56% interested in internships, 47% in apprenticeships.

Job seekers reported positive experiences; main issues were UI technical challenges.

Waivers

No waivers requested in PY24.

Performance & Accountability

Virginia met or exceeded targets in PY 2024, with all measures above 93% of negotiated levels.

Virginia also tracks six state-level metrics to evaluate Local Workforce Development Board (LWDB) performance: Participant Employment Rate at Exit, Employment Rate Two Quarters After Exit, Median Earnings, Credential Attainment, Measurable Skill Gains, and Retention Four Quarters After Exit.

Success Stories

Career Pivot Program: Supported mid-career transitions into IT, healthcare, and advanced manufacturing.

Pathways to Shipbuilding: Maritime training initiative in Hampton Roads.

Industry Communities of Practice: Six sector-focused COPs launched for knowledge sharing and employer engagement.

Justice-Involved Services: 4,126 group intake sessions; 1,730 registrations for workforce services.

LEAD4IT Program: Placed WIOA participants into IT trainee roles with full benefits.

Grow Your Own Medical Assistant Program: Carilion Clinic retained employees through career ladder training.

Second Chance Hiring: Southwest Tool Rental partnered to employ justice-involved individuals.

Veteran Services: DVOP-assisted veteran secured \$21/hour job with benefits.

U.S. Virgin Islands

Introduction

The Virgin Islands Workforce Development Board (VIWDB) advanced its mission to align workforce strategies with education, economic development, and employer needs. PY24 focused on sector partnerships, employer engagement, and equitable access to services, while strengthening compliance and data integrity. Key priorities included expanding training in healthcare and skilled trades, enhancing reentry programming, and improving service delivery through outreach in underserved communities.

Use of State Funds

Governor's Workforce Development Summit: Convened employers, educators, and stakeholders to address workforce challenges and promote sector strategies.

Community Outreach: Expanded services in public housing communities via VIHA partnerships. Established weekly access point on St. John, closing a long-standing service gap.

Reentry Programming: Delivered soft skills and job readiness workshops to 36 justice-involved individuals in collaboration with Bureau of Corrections.

Registered Apprenticeship & Youth Services: Expanded apprenticeship pathways in healthcare, construction, and IT. Increased Youth MSG to 68.1% and Credential Attainment to 46.9%.

Work Experience (WEX): Partnered with Gold Coast Yachts for marine sector training in composite fabrication and vessel assembly.

Evaluations & Continuous Improvement

Surveys were conducted to assess customer satisfaction for businesses and job seekers. A total of 1,175 job seekers and 370 employers.

Job Seekers:

- 75% rated experience as Excellent/Good.
- 95% reported staff were professional and helpful.

Employers:

- 100% rated candidate quality as Good; expressed willingness to continue partnerships.
- Overall Satisfaction: 99.12% (↑ 1.59% from PY23).

Waivers

Waiver Approved: Increased OJT employer reimbursement up to 90% for businesses with ≤50 employees.

Performance & Accountability

Adult Program

- Employment Q2: 59.9% (Goal: 58%)
- Employment Q4: 54.4% (Goal: 61%)
- Median Earnings: \$7,420 (Goal: \ \$5,200)
- Credential Attainment: 55.4% (Goal: 63%)
- Measurable Skill Gains: 78.9% (Goal: 63%)

Dislocated Worker Program

- Employment Q2: 57.1% (Goal: 63.5%)
- Employment Q4: 44.4% (Goal: 63%)

- Median Earnings: \$10,210 (Goal: \$6,300)
- Credential Attainment: 50% (Goal: 71%)
- Measurable Skill Gains: 80% (Goal: 61.5%)

Youth Program

- Employment Q2: 69.5% (Goal: 67.5%)
- Employment Q4: 57.5% (Goal: 61.5%)
- Median Earnings: \$4,875 (Goal: \$5,000)
- Credential Attainment: 51.5% (Goal: 50.5%)
- Measurable Skill Gains: 71.7% (Goal: 58%)

Wagner-Peyser

- Employment Q2: 43.4% (Goal: 58.2%)
- Employment Q4: 40.4% (Goal: 55.1%)
- Median Earnings: \$7,237 (Goal: \$7,750)

Success Stories

Kendra Abbott: Advanced from uncertified pharmacy tech to Certified Pharmacy Technician (CPhT) with wage increase through WIOA ITA support.

Jahneesha Providence: Overcame training delays and earned EKG Technician credential; secured full-time employment at Juan F. Luis Hospital.

Washington State

Introduction

Washington's workforce system, anchored by WorkSource centers, continued to deliver customer-centered, data-driven services to job seekers and employers. PY24 focused on poverty reduction, career-connected learning, reentry services, and rapid response, while strengthening accountability and data integrity.

Use of State Funds

Economic Security for All (EcSA): EcSA is a poverty reduction program that aims to help participants, namely those experiencing poverty, reach economic self-sufficiency.

- No fee college: Employment Security and the Washington Student Achievement Council (WSAC) finalized a partnership that offers EcSA participants automatic income eligibility through Washington College Grant – Connect.

- Partnership with Washington Department of Commerce: The EcSA program partnered with the Department of Commerce’s Community Reinvestment Fund to make approximately \$48 million available to expand EcSA participant incentives and increase business services.

Career Connect Washington legislation passed in April 2019, along with significant funding to begin implementation. Program builders create, manage, and scale specific career-connected learning programs. The program has funded 171 unique program builder proposals with 20 competitively-selected proposals funded using a total of \$3.1 million of PY24 WIOA Title I Statewide Activities funds.

Good Jobs Challenge grant: \$23.5M; Apprenticeship Building America grant: \$5.6M.

Rapid Response: Served 5,930 impacted workers from 1,857 businesses; hosted monthly “Life After Layoff” sessions.

Reentry Services: Served 10,500 justice-involved individuals (+17% YoY); delivered 60+ workshops in correctional facilities. Secured \$2.99M DOL grant for individualized reentry services.

Veteran Services: YesVets program documented 518 veteran hires; hosted 5 statewide hiring events.

Evaluations & Continuous Improvement

The Workforce Training Board, per its statute, conducts the net impact and cost-benefit evaluation of Washington’s workforce development system every four years. The study uses a control group to evaluate workforce training participants’ outcomes. We contracted prior studies to third parties at considerable expense. The most recent study was in-house and completed in 2021. The next net impact study will begin in 2026.

Customer Satisfaction: The Employer Survey is a scientific survey designed to identify employer needs and practices to better meet the needs of its customers. The survey sample included 25,000 records and achieved a 15% response rate. Get the report from the Workforce Board [website](#).

The Participant Survey analysis is in progress. It closely follows the methodology of the Employer Survey. There were 2,132 responses; overall completion rate: 20%.

Waivers

State and local areas expend at least 75 percent of the Governor’s reserve youth funds and local formula youth funds on out-of-school youth (OSY.) The State is on track to exceed new

ISY enrollments and increase our ratio of ISY to OSY expenditures in PY24/FY25. The State has expended 75% of total PY24 funds as of 06/30/2025:

- New enrollments: 1,360 out-of-school, 235 in-school.
- We expect up to 10% increase in total ISY expenditures - OSY/ISY ratio: 74% OSY and 16% ISY.
- At the current ratio, we project 167 more ISY enrollments (402 PY24 total) - 213 more than PY23

Performance & Accountability

State met performance expectations for the primary indicators of performance for PY 2023.

Employment Rate (Q2)

- Adult: 102.5%
- Dislocated Worker: 105.0%
- Youth: 101.5%
- Wagner-Peyser: 107.0%

Median Earnings (Q2)

- Adult: 97.3%
- Dislocated Worker: 90.1%
- Youth: 88.4%
- Wagner-Peyser: 98.7%

Employment Rate (Q4)

- Adult: 105.1%
- Dislocated Worker: 105.3%
- Youth: 115.3%
- Wagner-Peyser: 111.8%

Credential Rate

- Adult: 98.0%
- Dislocated Worker: 87.3%
- Youth: 85.9%
- Wagner-Peyser: N/A

Success Stories

Alicia: Transitioned from incarceration to a registered carpentry apprenticeship earning \$28/hour.

Phong: Secured Intel job with 60% salary increase after resume coaching.

Jeff (Veteran): Returned to electronics field earning \$62K/year through Basic Food Education and Training and Disabled Veterans' Outreach Program (DVOP) support.

Daniel (Veteran): Achieved PMP certification and MBA enrollment; hired as Project Manager earning \$99K/year.

West Virginia

Introduction

West Virginia's Workforce Development System (WDS) continued its mission to provide integrated, customer-centered workforce services through seven Local Workforce Development Areas (LWDAs). PY24 focused on work-based learning, reducing barriers to employment, sector strategies, and service integration, while expanding apprenticeship opportunities and strengthening partnerships across education, business, and community organizations.

Use of State Funds

WorkForce West Virginia (WFWV) launched Prepped to Serve Appalachia, a culinary training program in partnership with WV HealthRight and Chef Paul Smith, providing classroom and on-the-job training plus wraparound services for individuals facing employment barriers.

Advanced the Blue-Ribbon Franchise Model for streamlined service delivery.

Apprenticeship Expansion:

- Coordinated new registered apprenticeships in hospitality, healthcare, and insurance sectors.
- Partnered with CTE programs to develop pre-apprenticeship pathways for high school students.
- Established agreements between ACDS and Department of Education to crosswalk credits for childcare programs.

Developed a broadband workforce initiative leveraging BEAD funding (pending federal review).

Rapid Response: Managed 16 WARN notices, assisted 404 workers, and conducted targeted job fairs for dislocated workers.

Monthly Virtual Job Fairs: 1,471 employers registered with 8,058 job openings.

National Dislocated Worker Grant (NDWG): Awarded for flood recovery efforts in 12 counties impacted by February 2025 disaster; activities begin PY25.

Evaluation & Continuous Improvement

Independent annual financial monitoring for each subrecipient: WFWV works with a third party to conduct annual fiscal monitoring on each of our subrecipients.

Periodic programmatic review: WFWV utilizes an internal review team that periodically reviews case notes, performance metrics, and cash requests for each of our LWDAs to identify deficiencies before they become larger compliance issues.

Current Evaluation Project: WFWV is in the process of developing an evaluation project aimed at assessing the effectiveness of our interagency collaboration across all Title 1 programs that will be launched in PY25.

West Virginia Division of Rehabilitation Services (WVDRS): WVDRS is federally mandated to conduct a Comprehensive Statewide Needs Assessment (CSNA) every three federal fiscal years (FFY); the current CSNA was conducted in FFY 2024.

Customer Satisfaction: As part of its program improvement efforts, WVDRS continued to support the implementation of consumer satisfaction surveys of its clients to ensure quality services for WVDRS consumers. Past and present reports may be found on the WV State Rehabilitation Council (WVSRC) [website](#).

Waivers

WFWV did not have a waiver in place for at least one program year.

Performance & Accountability

All performance metrics were above the negotiated goals except for the Adult Credential Rate. Adult Credential Rate fell slightly below target; corrective actions underway.

Success Stories

Career Launch Initiative: Paid work experiences and mentorship for youth; 78% transitioned to employment or education.

Empower Fest: Combined job readiness workshops, grooming services, and on-the-spot hiring events.

Mobile AJCs: Expanded outreach to rural areas, reducing transportation barriers.

Career Clothing Closets: Boutique-style environments to provide professional attire for job seekers.

Wisconsin

Introduction

Wisconsin's workforce system, led by the Department of Workforce Development (DWD) and the Governor's Council on Workforce Investment (CWI), advanced its mission to align workforce development with economic growth. PY2024 focused on equity, employer engagement, career pathways, and system integration, while maintaining strong performance across WIOA indicators. The state leveraged Governor's Reserve funds, innovative waivers, and strategic partnerships to expand access to training and employment opportunities.

Use of State Funds

Feasibility Study of Wisconsin's One-Stop System: In June 2024, the Wisconsin Department of Workforce Development (DWD) partnered with the Institute for Research on Poverty (IRP) at the University of Wisconsin-Madison to conduct a feasibility study examining Wisconsin's implementation of WIOA and the state's one-stop delivery system.

Winning with Wisconsin's Workforce: Statewide Winning with Wisconsin's Workforce events educate and engage new partners on talent attraction strategies, apprenticeship opportunities, and other resources.

Governor's Workforce Task Forces:

- The Healthcare Workforce: 10 recommendations, 26 action items to address shortages.
- Workforce & AI: Policy proposals to expand digital literacy and AI skills.

- Worker Connection Program: Served 3,127 participants; provided 19,755 career services; connected 500+ to WorkAdvance training. Targeted outreach reached justice-involved, unhoused, and long-term unemployed individuals.
- Career Pathways Advancement (CPA): 1,068 participants enrolled; 93% started training; 73% achieved MSG or credential. 157 participants exited DVR and employed in healthcare, manufacturing, construction, or IT.

Rapid Response: Assisted 5,546 employees across 105 employers; 77 WARN notices filed (4,752 employees).

National Dislocated Worker Grants (NDWGs):

- QUEST Grant: Served 915 participants (183% of goal).
- Support to Communities (STC): Served 863 participants (+98% over goal).
- Fostering Opioid Recovery through Workforce Development (FORWD) Grant: Launched opioid recovery workforce initiative; 31 participants served in first quarter.

Evaluations & Continuous Improvement

Evidence-Based Policy and Decision-Making Collaboration: DWD continues to expand its staff and technical research capacity. The DWD Workforce Data Integration System (WDIS) website includes both the current learning agenda and evidence plan. The IBM InfoSphere Identity Insight data matching tool is in implementation and aims to match data from different data sources, including DWD's Division of Employment and Training (DET), Division of Vocational Rehabilitation (DVR), and Unemployment Insurance (UI) Division. Wisconsin has safe and secure space in the Coleridge Initiative's Administrative Data Resource Facility (ADRF).

WIOA Title I Adult Return on Investment Study: WDIS staff worked with interns from the University of Wisconsin-Madison to analyze WIOA Title I service, cost, and outcomes data. The study evaluated the return on investment (ROI) for Wisconsin WIOA Title I Adult Program PY 2021 exiting program participants.

Association between Training and Employment Outcomes: Wisconsin's WDIS Research and Evaluation workgroup worked on a research study to learn more about what demographics, employment influencers, and training services funded by different WIOA and partner training programs predict higher wages. Several workforce training programs were associated with higher wages both six months and two full years after program exit.

WIOA Co-Enrollment Reports: WDIS researchers have built and will continue building quarterly co-enrollment reports across apprenticeship (including both registered and

youth) programs and WIOA Title IV, Veterans, and WIOA Title I Adult, Dislocated Worker, and Youth programs to further inform co-enrollment in partner programs.

WIOA Evaluation Peer Learning Cohort (PLC) Customer Feedback Loop Foundational Fact Finding: Wisconsin continued work started as part of the WIOA Evaluation Peer Learning Cohort (EvalPLC). The aim of the cohort was to improve coordination of Wisconsin WIOA evaluation activities, specifically to learn ways to improve customer feedback loops to better assess program effectiveness and increase customer satisfaction.

Worker Connection Evaluation: The Worker Connection program was funded with American Rescue Plan Act (ARPA) funds and piloted strategies that may be adapted by job centers and WIOA Title I programs.

Career Pathways Advancement Evaluation: The evaluation includes co-enrollment across WIOA Title partners to encourage coordination of career pathways services and increase inclusivity of people with disabilities. During the next period of this evaluation effort, researchers will determine if these career advancement strategies lead to increases in wages, hours worked per week, and employer benefits, and decreases in public benefits.

Labor Market Information Research and Reports: Wisconsin continues to provide updated labor market information (LMI) on WisConomy. The website contains interactive tools and reports.

RESEA Evaluation: The Bureau of Job Service contracted an outside evaluator, Actus Policy Research, to conduct a confirmatory impact, exploratory, and process/implementation analysis. Actus Policy Research recently completed the final Wisconsin RESEA evaluation report.

Customer Satisfaction

- WIOA Title I Survey: 6,770 participants surveyed; 793 responses (12% response rate). Feedback used for continuous improvement and one-stop certification.
- Job Center of Wisconsin Survey (title III): 12,758 job seekers emailed; 431 responses (3.8% response rate). 53% reported JCW helped achieve career/training goals.

Waivers

Out-of-School Youth (OSY) Minimum Expenditure Waiver: Wisconsin received a waiver lowering the OSY minimum expenditure requirement for local formula Title I Youth funds from 75% to 50%.

Individualized Training Accounts (ITAs) for In-School Youth (ISY) Waiver: Through this approved waiver, Wisconsin allowed local areas to provide training services through WIOA-funded ITAs to ISY ages 16 and older.

The waivers allowed for an increased number of youth served by the WIOA Youth program, including the number of youth in local areas who received work experiences.

- ISY participation increased to 36% (638 youth) vs. 33% in PY23.
- Allowed ITAs for ISY ages 16+ (28 ISY participants received ITAs).
- Increased OJT employer reimbursement up to 90% for businesses \leq 50 employees.
- 499 youth began work experiences (+24% YoY).
- Achieved 110% of MSG goal and 105% of credential attainment goal.

Incumbent Worker Training (IWT) 6-month Employment Requirement Waiver: This waiver allowed Wisconsin to eliminate the six-month employment requirement in its definition of incumbent worker. In PY 2021 and PY 2022, 291 individuals received incumbent worker training: 106 individuals received IWT in PY 2023 and 148 individuals received IWT in PY 2024.

On-The-Job Training (OJT) Employer Reimbursement Rate Limit Waiver: This waiver allowed an increase of on-the-job training employer reimbursement up to 90% (from 75%) for business with 50 or fewer employees. In PY 2021 and PY 2022, 100 Adult program participants, 17 Dislocated Worker program participants, and 23 Youth program participants in Wisconsin received on-the-job training.

Additional Eligibility Requirements for Dislocated Workers Receiving Needs-Related Payments Waiver: This waiver allowed Wisconsin, via state policy, to establish uniform eligibility requirements for Adult and Dislocated Worker program participants to receive needs-related payments using only the eligibility requirements of WIOA Section 134(d)(3)(A). In PY 2021 and PY 2022, no Dislocated Worker program participants in Wisconsin received needs-related payments, in PY 2024, three Dislocated Worker program participants received needs-related payments.

Performance & Accountability

Wisconsin's Title I and III programs met all 18 negotiated indicators of performance during PY 2024.

Success Stories

JobPods: Remote access points in libraries for workforce services; 9 locations with plans for 6 more.

Motivational Interviewing (MI): Embedded in case management for trauma-informed, participant-centered service delivery.

Assistive Technology: UbiDuo devices deployed in job centers to improve accessibility for individuals with disabilities.

Super Region Collaboration: WDAs 1–3 streamlined referral systems and developed innovative guides for service alignment.

Wyoming

Introduction

Wyoming's workforce system, led by the Department of Workforce Services (DWS) and the Wyoming Workforce Development Council (WWDC), advanced its mission to provide integrated, accessible workforce services statewide, with a focus on rural outreach, employer engagement, and priority populations. As a single-area state, Wyoming oversees five of six WIOA core programs and collaborates closely with the Wyoming Community College Commission for Adult Education.

Use of State Funds

The WWDC allocated Governor's Reserve funds to support Next Generation Sector Partnerships in Manufacturing, Construction, Hospitality, and Healthcare.

Rapid Response: Conducted 47 events, serving 915 employees.

Apprenticeship Expansion: Secured \$989,000 SAEF grant; launched Wyapprenticeships.com and online pre-apprenticeship pathways in Construction, Manufacturing, and Healthcare.

Justice-Involved: Career Compass program provided pre-release career planning; second-chance hiring initiatives expanded. Plumbing Pre-Apprenticeship at Torrington Correctional Facility prepares inmates for post-release employment.

Youth: Albany County RYSE program achieved 81.25% MSG rate; Uinta County BOOST program maintained 92% graduation rate.

Veterans: JVSG staff increased outreach through the Wyoming Veterans Service Symposium and “Welcome Home” initiatives.

Evaluations & Continuous Improvement

Advancing Economic Mobility: The PY24 evaluation of Wyoming’s WIOA Title I programs, conducted by the Northern Illinois University-Workforce Policy Lab (NIU-WPL), demonstrates strong effectiveness in connecting participants to training and securing labor-market attachment. The evaluation identified opportunities to modernize metrics by integrating living-wage benchmarks to measure true economic self-sufficiency.

Recommendations include adopting the MIT Living Wage Calculator benchmark (\$43,971/year) and promoting stackable credentials to ensure short-term training leads to higher wages.

Modernization and Security: In January 2025, the Division of Vocational Rehabilitation (VR) successfully completed the Rehabilitation Services Administration (RSA) correction action plan. This evidence-based review led to the strategic re-engineering of critical program components.

Title II Adult Education (AE) Evaluation: Wyoming’s Adult Education program uses a comprehensive evaluation system that incorporates quarterly local reports, annual self-assessments against WIOA’s 13 key considerations, and biennial state monitoring.

Publicly Available Reports: Wyoming maintains an electronic public listing of completed evaluations, including the 2024 & 2025 Wyoming Workforce Annual Reports, Title I Evaluation Reports, and the In-Demand Industry List.

Customer Satisfaction

- Employers: 68% “Satisfied” or “Very Satisfied” with AJC staff; 74% agree services are valuable.
- Individuals: 78% view DWS as a credible resource; VR-specific survey showed 88% high satisfaction.

Waivers

WY did not have approved waivers in PY24.

Performance & Accountability

For Title I, the programs did not meet at least 90% of the goal for a few of the measures. This was in employment rate in the second quarter after exit for the WIOA Dislocated Worker and Youth Programs, fourth quarter after exit in the Adult, Dislocated Worker and Youth Programs. Wyoming is reviewing exit and follow-up policies to improve outcomes.

Median earnings far exceeded targets across Adult (\$19,643 vs. \$8,200 goal) and Youth (\$7,248 vs. \$3,643 goal). Credential attainment exceeded goals for Youth and Adult Education; MSG rates were strong for Youth and Adult Education.

Success Stories

POWER Program: Participant overcame homelessness and earned HiSET; now enrolled in college.

WIN Program: CDL training enabled a father to secure stable employment and meet child support obligations.

Veterans: Homeless veteran transitioned to housing and employment within weeks through DVOP support.

Youth: 17-year-old dropout earned HiSET and gained confidence through library work experience.