



Workforce Innovation and Opportunity Act



WISCONSIN **WIOA** *ANNUAL REPORT*

Program Year 2020 | July 1, 2020 – June 30, 2021



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Tony Evers, Governor
Amy Pechacek, Secretary-designee

November 30, 2021

Ms. Rose Zibert
Acting Regional Administrator
U.S. Department of Labor - Employment and Training Administration
John C. Kluczynski Federal Building
230 South Dearborn Street, 6th Floor
Chicago, IL 60604

Dear Administrator Zibert:

We are pleased to submit Wisconsin's Workforce Innovation and Opportunity Act (WIOA) Annual Report for Program Year 2020 (PY2020). Wisconsin implemented innovative workforce development strategies over the past year to address the record economic disruption caused by COVID-19. As you will see from the following report, Wisconsin has continued making great strides in workforce innovation.

Under Governor Tony Evers' vision, the Wisconsin Department of Workforce Development and the Governor's Council on Workforce Investment continue to ensure our work meets employer demand and is managed by strong partner collaboration, resource alignment, and effective job seeker services. Wisconsin has many best practices at the local level, which have been proven by positive outcomes. Those best practices will be identified, propagated, and scaled to the regional and state level for continuous improvement of the workforce system.

We continue to build upon our accomplishments and move our workforce, and the entire state of Wisconsin, forward.

Sincerely,

DocuSigned by:

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Amy Pechacek
Secretary-designee
Department of Workforce Development

DocuSigned by:

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S. Mark Tyler
Chair
Governor's Council on Workforce Investment

Introduction

The Wisconsin Department of Workforce Development (DWD) and the Governor's Council on Workforce Investment (CWI) present our annual Workforce Innovation and Opportunity Act (WIOA) report for Program Year 2020 (PY2020). Wisconsin has continued making great strides in workforce innovation. DWD implemented innovative and dynamic workforce development strategies over the past year to address the record economic disruption caused by COVID-19. Wisconsin's statewide unemployment rate is 3.9%, below the national average of 4.8% and approaching pre-pandemic levels.

DWD is the state agency in Wisconsin responsible for administering WIOA Title I and III programs. DWD also oversees other workforce development programs including Vocational Rehabilitation, Unemployment Insurance, Registered Apprenticeship, and others. CWI is the WIOA-mandated state workforce development board that advises the Governor on the Wisconsin public workforce system. Under strategic direction from Gov. Tony Evers and CWI, the state has continued to enhance the services available to the current and future workforce.

This report fulfills the WIOA requirement to submit an annual statewide performance report narrative to the United States Department of Labor (USDOL) on performance progress for WIOA Title I programs (Adult, Dislocated Worker, and Youth) and WIOA Title III Wagner-Peyser Employment Service as described in TEGL 5-18. This report provides information on the state's Combined State Plan strategic vision and goals progress, performance data on the core common performance measures, status of state evaluation efforts and improvement activities, and workforce development system participant information for the period of July 1, 2020 through June 31, 2021.

The participant data provided in this annual report are generated by the Participant Individual Record Layout (PIRL), which have been uploaded to the Workforce Integrated Performance System (WIPS). The state submitted the required performance data to USDOL on September 30, 2021.

WIOA Combined State Plan

Wisconsin's WIOA Combined State Plan for PY2020-2023 envisions a results-driven workforce development system providing the opportunity for Wisconsin's current and future workforce and businesses to sustain economic viability for individual and family self-sufficiency.

Wisconsin will create a workforce development system that shall respond to:

1. Employers' needs around skills, knowledge and ability, as well as changes in industries and sectors;

2. The needs of workers and job seekers, whether through new skill acquisition or through resources to overcome barriers to employment per WIOA Section 3;
3. Alignment of Combined State Plan activities with education and regional economic strategies will aid in providing access to self-sufficiency; and
4. The quantity challenge by bringing those not participating in the labor force/workforce to the programs and services needed for them to become ready to participate.

During PY2020, the WIOA Joint Operations Structure was implemented to formally bring leadership and staff from the Departments of Corrections, Children and Families, and Health Services into cross-agency workgroups. Five overarching principles inform the development of the practices and the implementation of the WIOA Combined State Plan:

- Focus on traditionally marginalized populations;
- Family-centered employment approaches in workforce development;
- Inclusivity;
- Ongoing research and collaboration; and
- Evidence-based practice and decision making.

WIOA Committees

The WIOA partner committee structure has three leadership committees:

- *WIOA Executive Committee*: is the executive governing body over the development and implementation of the WIOA Combined State Plan. The members of the committee are the Combined State Plan partner agency secretaries.
- *WIOA Management Committee*: provides overall direction on WIOA Combined State Plan activities. The members of the committee are program division administrators.
- *WIOA Operations Committee*: operationalizes the vision for how Wisconsin's Combined State Plan core and partner programs organize and prioritize activities to ensure teams are empowered to carry out those activities. The members of the committee are the bureau directors.

Governor's Council on Workforce Investment

The Governor's Council on Workforce Investment (CWI) is the federally mandated state entity under WIOA that assists the Governor in developing innovative and dynamic approaches to further develop Wisconsin's workforce. The CWI, also referred to as the Council, is tasked with aligning Wisconsin's workforce and talent development initiatives and investments with its

economic development strategies. In assisting the Governor and Legislature in carrying out their federally mandated responsibilities, the Council aids Wisconsin employers in finding the workers they need and provides resources to enable workers to access training for in-demand careers with the goal of moving Wisconsin's economy forward. Due to an administrative change, the CWI was reconstituted in January 2019 under Executive Order #6.

Council, Working Group Structure and Responsibilities

The Governor appoints members of the Council in accordance with the requirements enumerated in 20CFR §679.110(b)(3) of WIOA, which includes representatives of business, local and state government, education, labor, and community-based organizations across the state. Members serve at the pleasure of the Governor and assist DWD in crafting a comprehensive workforce development strategy that:

- Anticipates employer labor needs while building and strengthening Wisconsin's workforce;
- Supports the development of a highly skilled labor force; and
- Empowers individuals of all backgrounds to pursue and retain good paying careers.

The Council is currently comprised of an Executive Committee and three working groups which provide a formalized structure for workforce members and stakeholders to actively participate in the maintenance, support, and refinement of the system's activities:

- *Employment Training Infrastructure Working Group*: this group focuses on Priorities I and III and covers issues such as apprenticeship, Wisconsin Fast Forward, internships, Career Pathways, industry specific training needs, and more.
- *Growing Workforce Opportunities Working Group*: this group focuses on Priorities II and V and addresses issues such as improving economic infrastructure, attracting and retaining workers in Wisconsin, developing a skilled workforce, and more.
- *WIOA Compliance and Resource Alignment Working Group*: this group focuses on Priority IV and assists the Governor in carrying out his federally-mandated WIOA responsibilities while ensuring ongoing alignment of resources across sectors and removal of barriers to success.

PY2020 Overview

In PY2020, to further advance its mission to align Wisconsin's workforce and talent development initiatives and investments with its economic development strategies, the CWI initiated an update to its strategic plan – a publication released by the CWI every four years that outlines the key priorities and recommendations of the Council for outcome-based, workforce development strategies that are data-driven and reflective of employer demands.

The Council took several proactive steps to ensure the updated strategic plan would be as strong as possible and bring about a positive impact throughout Wisconsin. The Council collaborated with DWD and the University of Wisconsin – Oshkosh to conduct a business climate survey that was distributed to over 60,000 Wisconsin employers to gather information about the needs and constraints Wisconsin businesses face, and it asked for employers' input for potential recommendations on solutions to those issues. The CWI also enlisted the expertise of staff from the National Governors' Association (NGA) to share best practices of innovative state workforce boards, offer federal-level insight, and help facilitate the discussion among CWI members to support the development of a high-performing strategic plan. These efforts culminated in a two-day strategic planning retreat where members of the CWI were joined by various program experts and key stakeholders to establish objectives and action items around the priorities of the strategic plan.

The CWI Executive Committee identified four foundational priority areas for the Council's next strategic plan and delegated those to each working group: Priority areas include:

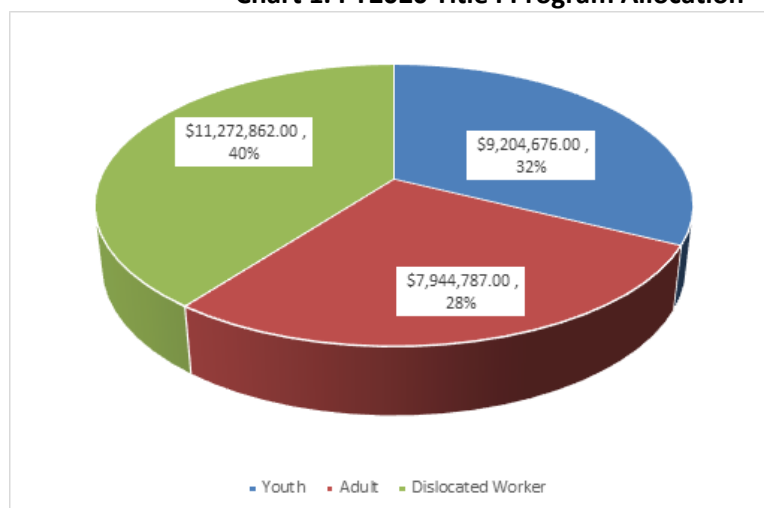
- Employers
- Education
- Workforce
- Organization & Resource Alignment

WIOA Title I Programs

PY2020 WIOA Funding Overview

Wisconsin received \$28,422,325 in WIOA Title I formula funding from USDOL in PY2020. \$9,204,676 (32%) was for the Youth program, \$7,944,787 (28%) for the Adult program, and \$11,272,862 (40%) for the Dislocated Worker program. This represented an 8.79% increase in Youth, 8.83% decrease in Adult, and 1.39% decrease in Dislocated Worker funding from PY2019.

Chart 1. PY2020 Title I Program Allocation



Wisconsin's 11 local Workforce Development Boards (local WDBs) were allocated 85% of the PY2020 Youth and Adult formula funds and 60% of the Dislocated Worker formula funds for the administration and implementation of their respective local programs. Of the total funding, 15% was reserved for the state's administrative and statewide activities. The state also reserved 25% of its dislocated worker funding for statewide rapid response activities and "additional assistance." The state used additional assistance grants to supplement a local WDB's formula funding, increasing the local WDB's capacity to provide Dislocated Worker program services to workers laid off from larger dislocation events.

PY2020 Monitoring Highlights

Annual monitoring of WIOA Title I Programs, managed by the 11 local WDBs, was conducted July 2020 through June 2021. Due to COVID-19, monitoring was conducted virtually for all 11 boards. All monitoring included a comprehensive review for program, fiscal, and civil rights/equal opportunity compliance.

Monitoring of Wisconsin's 11 local WDBs ensures that the programs comply with appropriate policies and procedures and operate within the parameters established by law, regulations, the WIOA State Plan, the WIOA Local Plan, Equal Opportunity and Nondiscrimination policies, and program guidelines, including overall compliance with:

- Workforce Innovation and Opportunity Act of 2014
- Department of Labor Employment and Training Administration Advisories;
- DWD Policy Updates and Administrative Memos;
- DWD's WIOA Policy Guidance;
- Uniform Guidance 2 CFR Part 200 and 2 CFR Part 2900; and,
- Nondiscrimination and Equal Opportunity provisions contained in Section 188 of WIOA and regulations 29 CFR & 38 applicable to employment and service delivery.

Local WDBs receive reports summarizing their reviews and are required to respond to any findings and areas of concern. An executive summary is prepared and shared with DWD management before the report is distributed to the local WDB.

Technical assistance is provided to all local WDB staff upon request. The following are totals from the PY2019 annual monitoring of the 11 local WDBs:

- 147 Findings;
- 57 Areas of Concern; and
- 7 Positive Practices.

At the conclusion of the PY2019 monitoring, a summary, including findings or areas of concern identified by the monitoring team as affecting more than three workforce development areas, will be sent to the local WDBs.

Dislocated Worker

The Dislocated Worker program assists workers impacted by job loss to get back to work as quickly as possible by overcoming barriers to employment such as difficulty transferring specialized skills to other occupations or industries or a decline in market demand for certain skills.

Rapid Response

DWD's Division of Employment and Training (DET) and its state and local partners, including the 11 local Rapid Response Teams, use the centralized Rapid Response Events Tracking System (RRETS) to track dislocation events and rapid response services for both employers and workers throughout the state. During PY2020, 157 new dislocation events were recorded in RRETS, including 106 events from layoff notices that covered a total of 1,543 workers.¹ The majority of the 157 new events came from two industries: approximately 22% were from the manufacturing industry (35 events) and 21% from the accommodations and food service industry (21 events). During PY20, the state's rapid response teams provided a total of 223 employer services and 143 worker services throughout the state.

Rapid Response Video Series: DET is developing a series of rapid response videos to assist with a standardized approach to remote provision of rapid response services. This video series consists of six videos that will provide information about the American Job Center system, Unemployment Insurance, the Dislocated Worker Program, and Rapid Response services, as well as job search tips and available tools. The videos will be viewable on the Job Loss Resources webpage that DET started developing during PY2020.

Electronic Dislocated Worker Survey: DET completed its electronic dislocated worker survey project in PY2020, allowing use of an online version of the existing dislocated worker survey by all local Rapid Response Teams at their discretion. DET's designated local Rapid Response teams carry out rapid response activities in each local Workforce Development Area (WDA) and are comprised of staff from local Workforce Development Boards (WDBs) and DET's Bureau of Job Service. The electronic dislocated worker survey was made available for use in April of 2021, following a statewide training for the local Rapid Response Teams.

DET Supported Local Rapid Response Services through Grants: Each year, DET reserves a portion of its rapid response funds for Annual Allotment, Dislocation, and Additional Assistance grants. Each local WDB receives an Annual Allotment grant based on a formula. Dislocation and Additional Assistance grants are available on a first come, first served basis. During PY2020, DET awarded a total of \$1,253,120 across all three types of rapid response grants:

- *Annual Allotment Grants:* Annual Allotment grants support the building and maintenance of the local WDBs' rapid response programs, including the costs of staffing,

¹ The number of affected workers from the 106 layoff notice events is from original submissions of layoff notices; it does not account for any subsequent update(s) to a notice that changed the number of affected workers.

planning, coordinating, and providing rapid response services. During PY2020, DET provided a total of \$750,000 in Annual Allotment grants. Awards ranged from \$109,665 to \$41,462.

- *Dislocation Grants:* Dislocation grants provide local WDBs funding to supplement Annual Allotment grants. This funding is available to help support rapid response services for a specific dislocation event affecting 25 or more workers. During PY2020, DET issued four new Dislocation grants and five modifications for a combined total of \$59,170. This funding helped to make rapid response services available to over 1,300 workers.
- *Additional Assistance Grants:* Additional Assistance grants supplement a local WDB's Title I Dislocated Worker formula funds when significant layoffs place unanticipated demand on existing formula resources. Funds must be used towards Dislocated Worker program services (e.g., career, training, and supportive services) for eligible participants from a specific dislocation event. During PY2020, DET issued two new Additional Assistance grants and four modifications for a combined total of \$443,950. These grants were awarded to two local WDBs that used the funding to serve 145 participants from four events.

National Dislocated Worker Grants: During PY20, DET continued to implement four National Dislocated Worker Grants (NDWGs). A total of 506 individuals were served through these grants.

- *Trade and Economic Transition National Dislocated Worker Grant:* On September 26, 2018, DET was awarded a grant of \$2 million to serve workers dislocated from the retail sector. Six local WDBs applied for and received funding under this grant. During PY2020, 171 participants were served under this grant. Over 93%, or 163 participants, enrolled in this grant received training services focused on high-demand industry sectors or occupations as outlined in the state or local plans during the program year.
- *COVID-19 Disaster Recovery National Dislocated Worker Grant:* On May 1, 2020, after submitting an emergency application, DET received a \$999,000 COVID-19 Disaster Recovery grant. This grant funds temporary disaster-relief jobs focused on providing humanitarian assistance. These jobs will expand the capacity of either:
 - (1) non-profit charitable organizations that provide humanitarian assistance to community members in need due to the direct or indirect impacts of COVID-19, or,
 - (2) local public health departments engaged in efforts to educate community members about the threat of COVID-19 and proper safety measures to help prevent exposure to and the spread of the virus.

The grant's three project operators are the Southeastern, Milwaukee, and South Central local WDBs, covering 10 of Wisconsin's 72 counties. DET connects on a quarterly basis with Wisconsin Emergency Management to avoid duplication of efforts and to ensure

that disaster-relief employment funded by the grant appropriately responds to the affected areas' needs. During PY2020, 47 participants were served under this grant.

- *COVID-19 Employment Recovery National Dislocated Worker Grant:* On September 16, 2020, after submitting an emergency application, DET received a \$4,995,000 COVID-19 Employment Recovery grant. This grant provides additional resources to the state to address the surge in layoff activity resulting from the COVID-19 pandemic by making supplemental funding available to local WDBs to expand their capacity to offer Dislocated Worker Program services. During PY2020, 237 participants were served under this grant. Over 83%, or 198 participants, enrolled in this grant received training services focused on high-demand industry sectors or occupations as outlined in the state or local plans during the program year.
- *Support to Communities: Fostering Opioid Recovery through Workforce Development National Dislocated Worker Grant:* On August 28, 2020, DET received a \$5,000,000 Support to Communities: Fostering Opioid Recovery through Workforce Development grant. Five local WDBs serve as subgrantees to provide career services, training activities, and employment services to individuals affected by substance use disorder issues or those seeking a career in the substance use disorder and recovery field. These subgrantees are the Fox Valley, North Central, Northwest, West Central, and Southwest WDBs. The subgrantees have convened local Support to Communities Councils that engage employers in the implementation of innovative approaches to addressing the economic and workforce-related impacts on local communities affected by the opioid and substance misuse epidemic, while aligning and coordinating grant-funded service delivery. During PY2020, 95 participants were served under this grant.

Wagner-Peyser Program Coordination

The Wagner-Peyser program provides services to job seekers and businesses. Wagner-Peyser staff provide career services to job seekers and recruitment assistance to businesses. This includes job search assistance, workshops for job seekers, job fairs, and various recruiting events.

At the beginning of PY2020, Wisconsin continued to be in the grips of the COVID-19 pandemic. The unemployment rate hovered around 7% in July 2020, continued a downward trend to 5.5% in December 2020, and finally settled into a pre-pandemic rate of 3.9% in June 2021.

Business Services

Wisconsin selected Employer Penetration and Repeat Customer Business as the two pilot measures. At the conclusion of PY2020, Wisconsin had three full program years of data to include in calculating the Repeat Business measure.

Program Year 2020 metrics:

- Employer Penetration rate: 8.3%
- Repeat Business Customer rate: 36.6%
- Internal Job Center of Wisconsin (JCW) job postings: 212,942 (representing 396,040 job openings)
- External (trusted partner) job postings: 572,193 (Wisconsin does not track the number of job openings from external sources)

As businesses began to re-open and vaccination rates climbed, employer demand for workers sharply increased. Internal job postings on Job Center of Wisconsin (those posted directly on the site by employers) nearly doubled between July 2020 and June 2021. The average daily number of job postings on JCW was approximately 109,000 (internal and external partner postings) at the end of PY2020. The program year started with a daily average of about 66,000.

Recognizing that virtual service delivery is a new normal, in January 2021, Job Service procured a virtual job fair platform to connect job seekers and employers. Over 1,000 employers and 3,000 job seekers have participated in more than 50 large and small recruitment events since the virtual job fair service was launched. These virtual events have been held in partnership with local WIOA core partners as well as local school districts.

Job Seekers

Physical job center locations remained closed to the public until March 2021, when several job centers opened their doors to customers by appointment. About 1,300 customers took advantage of the appointment service. The first week of June 2021, services expanded to walk-in customers at all 19 comprehensive job centers and several of the affiliate job centers statewide. About 3,000 customers visited job centers during June 2021 alone.

During the first two quarters of PY2020, 45 Job Service staff remained on temporary assignment to DWD's Unemployment Insurance Division (UI). All but a few staff returned from UI in mid-February in anticipation of re-opening physical job center locations by appointment only on March 1, 2021.

Our Job Service call center fielded 61,825 calls, including 2,396 Spanish language calls, during PY2020. The call center continues to experience more than 2,000 calls per month above the pre-pandemic average.

During the first quarter of CY2021 (Q3 PY2020), new registrants on the Job Center of Wisconsin (JCW) website continued to be 3,000 above the pre-pandemic average. However, during Q4 PY2020, new registrations dropped to pre-pandemic levels of between 5,000-6,000 per month.

The pandemic highlighted the need to provide services that job seekers could access from the safety of their homes. Job Service launched virtual workshops in December 2020. These workshops are delivered using a video conferencing platform and recorded for later viewing.

Topics range from standard resume writing and interviewing, to more specialized topics such as "Working in the Gig Economy" and "The Multi-generational Workplace." Workshop attendance dramatically increased to over 200 individuals per session after the work search requirement for those claiming unemployment benefits was re-instated in late May 2021.

Re-Employment Services

In Wisconsin, the Re-employment Services and Eligibility Assessment (RESEA) program is administered by the Bureau of Job Service. During PY2020, Wisconsin continued to provide re-employment services as tele-sessions, serving 18,567 participants.

To fulfill USDOL requirements for program evaluation, Wisconsin issued an RFP for an evaluation vendor in May 2021 and signed a contract with an evaluator to begin work on an evaluation design in early PY2021.

Migrant Seasonal Farmworker Services

In Wisconsin, both federal and state laws direct services provided to Migrant and Seasonal Farmworkers (MSFW). Job Service provides staff to help MSFW employers comply with federal regulations, provide services to MSFWs, and to administer and enforce Wisconsin's Migrant Labor Law.

COVID-19 continues to impact the health and safety of migrant and seasonal farm workers. The Department collaborated with health care partners and other agencies who provide services to MSFWs, to support onsite vaccine clinics where MSFWs live and work. Family Health La Clinica, who conducted onsite vaccine clinics, has vaccinated 1,411 migrant and seasonal agricultural workers.

The Department, in consultation with the Wisconsin Department of Health Services and interested stakeholders, promulgated emergency rules under the State's Administrative Code that provide extra protections for migrant workers living in migrant labor camps from COVID-19. Housing provided under the H-2A worker visa program is also covered by these emergency rules.

As required in federal regulations, staff members are assigned to conduct outreach to MSFWs across the state who are not being reached by normal intake activities conducted by local Job Center offices. We also provide services in person through the job centers, Job Center of Wisconsin website, and bilingual call center. We currently have four job service staff providing outreach services to MSFWs.

Program highlights for PY2020:

- 3,231 MSFW outreach contacts
- 195 migrant labor camps certified (including housing for H-2A workers)
- 42 migrant labor contractors certified
 - 45 agents of migrant labor contractors

- Foreign Labor Certification (FLC) program runs from October 1 to September 30
 - 133 H-2A applications received and processed
 - 2,195 workers approved

Job Center Innovations

DWD has invested in a virtual career center concept. Work began on the project in March 2021, which will allow online meeting scheduling, resume upload and parsing, a chatbot, and user dashboards. The first phase launched in September 2021 to coincide with Workforce Development Month.

Job Service continued its commitment to providing career services to incarcerated individuals with the establishment of four additional job centers located in correctional facilities, for a total of six facilities statewide. During the pandemic, Job Service staff provided virtual assistance to individuals and training to Corrections staff to best serve this population. Five more correctional facility job centers are planned to be opened during PY2021.

Veteran Employment Services

The mission of DWD's Office of Veteran Employment Services (OVES) is to "Advance veterans into the workforce through targeted business engagement and effective employment services." Local Veteran Employment Representatives (LVERs) are fully engaged within the Job Service and Local Business Service teams and promote veteran hiring to Wisconsin employers and employing agencies. They assist in the organization of job fairs and hiring events and facilitate employer workshops that highlight the value veterans bring to the workforce.

The Disabled Veteran Outreach Program (DVOP) staff provide services to veterans identified to have significant barriers to employment. Wisconsin job center staff use a triage tool to determine the needs of veterans at registration. Once the registration process identifies a veteran with significant barrier to employment, the veteran is referred to DVOP staff for individualized career services. The DVOP completes a comprehensive assessment; develops an individualized employment plan; and conducts the follow-up necessary to assist the veteran to gain employment. Once the veteran is job-ready, the LVER works to match the veteran with an employer.

During PY2020, 958 veterans with a significant barrier to employment received career services by DVOP staff within Wisconsin job centers and affiliated offices. This group included:

- 822 male veterans
- 136 female veterans
- 728 unemployed veterans
- 577 veterans with a disability
- 471 veterans with low income

- 105 veterans who were formerly incarcerated
- 171 veterans with long-term unemployment (27 weeks or more)

OVES achieved the following performance by the end of PY2020:

- 63.0% of veterans were employed in the 2nd quarter after completing the program;
- 59.9% of veterans were employed in the 2nd quarter after completing the program; and
- The median earnings for the 2nd quarter after completing the program was \$8,081.

Vets Ready Employer Initiative

In 2019, DWD launched Vets Ready, a new employer initiative to highlight Wisconsin businesses that go above and beyond for their veteran workforce. Applicants were rated on their commitment to hiring veterans, the supportive services they offer their veteran workforce, and the connections they build in the local veteran community. Based on scores, businesses could receive a gold or silver recognition. Awardees were [recognized](#) in 2020 on [JobCenterofWisconsin.com](#), and received a certificate from Wisconsin Governor Tony Evers.

Reentry Initiatives

In partnership with the Wisconsin Department of Corrections (DOC), DET brings job services to several Wisconsin correctional facilities. With the installation of job labs in correctional facilities, persons can receive case management, career counseling, job search and resume assistance, and attend workshops. Job Service staff spend 10-15 hours per week providing services onsite or virtually. DWD program resources available at job labs include services from Registered Apprenticeship, WIOA Title I, Office of Veteran Employment Services, and the Division of Vocational Rehabilitation.

OVES staff regularly receive notices of veterans who will be released within 90 days back to their community, at which point, a DVOP makes contact with the institution to begin the case management process for the person in our care that is a veteran. By meeting with the veteran prior to release, DWD staff can prepare them for the workforce with assistance in job searches and connecting them with local resources that could assist in wrap around services.

Job labs have been successfully implemented at the following correctional facilities:

Oakhill Correctional Institution	Milwaukee Women's Correctional Center
Taycheedah Correctional Institution	Robert E. Ellsworth Correctional Center
Racine Youthful Offender Correctional Center	New Lisbon Correctional Institution
Prairie du Chien Correctional Institution	Chippewa Valley Treatment Center

DWD currently has registered apprenticeship opportunities in correctional facilities, and DWD continues to expand these efforts into additional facilities and into different occupations. Strategic planning sessions are occurring to ensure career pathways with higher education are met, as well as creating new apprenticeship programs in the institutions that will meet employer needs. Additional industries are being explored between DWD and DOC to meet both employer and trainee needs. With Pell Grants now available to incarcerated individuals there is increased opportunity to prepare persons for the job skills they need post-release.

Mobile Training Labs: To make training more accessible to persons in correctional facilities, DWD provided funding for DOC to purchase four mobile training labs. These labs allow DOC to bring training materials that are customizable to local labor market needs. DWD has already funded mobile training labs through Wisconsin Fast Forward, which is regularly used for computer numerical control training classes located at Racine Correctional Institution. The first of the two new mobile labs is a welding lab located at Taycheedah Correctional Institution that will be shared with Kettle Moraine Correctional Institution. The second lab is an industrial maintenance lab that will be located at Jackson Correctional and will be shared with New Lisbon Correctional. Racine Youthful Offender Correctional Center has also received a mobile training lab in mechatronics and partnering with Gateway Technical College for credentialing.

Evaluation and Related Research Projects

Research

DWD continues to expand its staff and technical research capacity. The Department leveraged its Workforce Data Quality Initiative (WDQI) Round VII grant to develop an evidence-based policy making vision, write a learning agenda, and implement an evidence plan (see the [Workforce Data Integration System \(WDIS\)](#) webpage). The Department continues to build out the Longitudinal Workforce Database (LWD), which is designed to integrate data from disparate data sources to provide a mechanism for cross program data sharing. The IBM Identity Insight data matching tool continues to be implemented to match data from different data sources, including DWD's Divisions of Employment and Training (DET), Vocational Rehabilitation (DVR), and Unemployment Insurance (UI) in PY2020.

Wisconsin continues to provide updated Labor Market Information (LMI) on the [WisConomy webpage](#). [New tools](#) include the Business Employment Dynamics Dashboard tracking private sector establishments across time, 2021 Quarterly Census of Employment and Wages (QCEW) report, Understanding Wisconsin's Job Outlook: Industry & Occupation Projections in Brief, and Wisconsin Recovery Report 2020-2022. Further, WisConomy developed a [Career Clusters dashboard](#) that connects users to occupations in the WisConomy's Skill Explorer application. As employers look to hire a more diverse, inclusive, and equitable workforce, they can use [WisConomy's Affirmative Action dashboard](#), which provides median earnings by demographic from the American Community Survey (ACS) both statewide and by county.

In Wisconsin, the Re-employment Services and Eligibility Assessment (RESEA) program is administered by the Bureau of Job Service (WIOA Title III Wagner-Peyser). In May 2021, Job Service contracted with an outside evaluator, Actus Policy Research, LLC, in collaboration with the American Institutes for Research (AIR), to conduct a confirmatory impact, exploratory, and process/implementation analysis. The research study aims to confirm the RESEA program increases participation in employment and training services, improves employment outcomes, and reduces duration of Unemployment Insurance (UI) benefit receipt and amount of benefits collected. Further data analysis will explore if an additional RESEA session enhances program impacts and if program effects vary by region, participant characteristics, and/or online assessment scores. The researchers will implement a process analysis with an aim to learn if RESEA services are implemented consistently across regions and across participant groups, and if any observed differences are associated with different outcomes. Currently, Wisconsin's RESEA program is working with Actus to finalize the evaluation plan, data collection and sharing procedures, and random assignment so that evaluation can begin in January 2022. Previous Wisconsin Reemployment and Eligibility Assessment (REA) research was published in 2019 (see [Klerman, J. A., Saunders, C., Dastrup, E., Epstein, Z., Walton, D., Adam, T., & Barnow, B. S. \(2019\). *Evaluation of impacts of the Reemployment and Eligibility Assessment \(REA\) Program: Final report*. Cambridge, MA: Abt Associates\).](#)

Wisconsin's WIOA Title IV, Division Vocational Rehabilitation, has also recently engaged in a variety of evaluation projects to learn more about consumer engagement, student and youth transition services, and competitive integrated employment (CIE) outcomes. DVR partnered with Dr. Tim Tansey from the University of Wisconsin – Madison Rehabilitation Psychology and Special Education Department to conduct an analysis on DVR youth data. Additionally, DVR partnered with San Diego University to conduct a [Comprehensive Statewide Needs Assessment \(CSNA\)](#) to identify and describe the rehabilitation needs of individuals with disabilities residing in the state. DVR is using the results of both the youth data analysis and CSNA to help identify ways to improve customer service with the aim to improve measurable skills gains, consumer employment outcomes, and improved job matches, matching the skills and interests of consumers with local job openings meeting local business workforce needs. In addition, DVR continues to partner with schools, long-term care, and mental health state partners to measure progress towards increasing CIE outcomes of working age adults with disabilities who receive public services (see [CIE: Act 178 Plan/Agreements/Reports](#)).

DVR also partnered with evaluators with the aim to better serve consumers from diverse backgrounds. DVR partnered with the national Vocational Rehabilitation Technical Assistance Center for Targeted Communities (VRTAC-TC) and implemented focus groups in Milwaukee to learn directly from consumers how DVR can better reach out and engage with local adults with disabilities from diverse backgrounds looking for support to get a job, keep a job, or find a better job (see [Understanding the Influences of Race, Disability, and Poverty on Employment](#)). Additionally, DVR has partnered with state and national evaluators to publish lessons learned from the Wisconsin Promoting Readiness of Minors Receiving Supplemental Security Income (PROMISE). In a recent paper on the demographic and transition service predictors of employment outcomes for teenagers and young adults with disabilities, researchers found that

when youth from diverse backgrounds engaged with DVR services, they had higher employment outcomes than youth who did not connect and engage with DVR services. Links to this study and other Wisconsin PROMISE published research are available on the [Promise Lessons Learned webpage](#)).

Another evaluation effort is in DET's Support to Communities grant program. Abt Associates Inc., in partnership with MDRC, are conducting an implementation study, providing rapid analyses to inform ongoing improvement and develop practitioner-friendly products and analyzing how proposed plans for implementation may have shifted due to COVID-19. Abt Associates Inc. will be conducting this study remotely through virtual meetings with practitioners, in addition to in-person site visits. Currently, all evaluation activities have been done virtually with subgrantees to ensure on-the-ground practices support the evaluation design. The Support to Communities grant period began in September 2020 and will continue for a four-year grant period.

DWD completed a contract with the Institute for Research on Poverty (IRP) to research the impact of Wisconsin's Act 32 (2011) one-week waiting period requirement for unemployment insurance claimants. The study was initiated using WIOA Title I reserve funds during PY2019 and was completed during PY2020. Research findings indicated the one-week waiting period did not influence differences in benefit claimant receipt of public benefits (see [Analysis Of The Unemployment Insurance Waiting Period In Wisconsin](#)).

More recently, Wisconsin started receiving consultation from [Data Labs: Roadmap to Recovery](#) for Wisconsin's recently funded [Worker Connection program](#). The Work Connection program includes outreach, rapid engagement, community networking, relationship building, strength-based discovery, and career planning for employment, connecting to training, employment and community resources, technical assistance to establish quality Work Advance sector-based training programs based on local community employment sectors, skill needs, and partnerships, and monitor fidelity and performance. The Worker Connection Program was designed using evidence-based information, and it will require good data tools, partnerships, and planning to be successful. Successful implementation of this program will depend on data-based decision-making, including setting and monitoring service delivery targets, tracking fidelity of model implementation, tracking and monitoring outcomes and doing evaluations (e.g., customer surveys, assessing job connectedness, and correlating services to outcomes). Data Labs will assist in ensuring that the development evaluation planning, data collection, and analysis goals are met.

Wisconsin is working on the development of WIOA Local Statistical Adjustment Models (LSAMs). In the past, Wisconsin used the federal version statistical adjustment model with statewide coefficients to make local performance predictions, but statewide trends were poor predictors of local performance in some areas of the state. Therefore, Wisconsin WIOA and LMI staff are working together to identify a local model that better predicts local performance. That way, local boards can better predict and monitor performance. This project also aims to develop a tool to provide quarterly updates of performance so that local boards can easily

monitor performance throughout the year, reducing the chance for unexpected changes in local performance targets.

In April 2021, DWD's team was competitively selected into the U. S. Department of Labor, Employment and Training Administration Winter 2021 Applied Data Analytics Program through the [Coleridge Initiative](#). The team learned about advanced analytics, including machine learning, and is currently pursuing data-driven projects on how to better use LMI, specifically Wisconsin's Program for Measuring Insured Unemployed Statistics (PROMIS), to inform employment and training service provision.

In May 2021, DWD assessed, via survey, employee levels of data literacy and empowerment throughout the department. The results are being used to inform data empowerment (literacy) activities and showcases in 2022 and beyond. Specific training resources have been developed to help improve staff data empowerment including:

- Data Literacy and Basic Data Skills
- Data Stewardship and Governance
- Evidence Based Policymaking

Customer Satisfaction

The DET coordinated monitoring team continued a WIOA Title I participant satisfaction survey that was implemented in PY2019 as a component of annual monitoring of the local workforce development boards. DET utilized Survey Monkey to email a survey to all WIOA Title I Adult, Dislocated Worker, and Youth participants who were active at some point during the previous 12 months. Reminders were sent to the participants to complete the survey in order to improve the response rate. Reminder emails were also sent to the local workforce development boards so that they could communicate with their participants and encourage responses. The survey was emailed to 4,399 participants statewide and 816 participants responded for an average statewide response rate of 19%. The response rate within each of the 11 local workforce development areas ranged from 13% to 26%.

The results of each area's participant survey, including both statistical and qualitative feedback and comments, were shared and discussed with each local WDB during annual monitoring. These discussions created the opportunity for highlighting both local strengths and areas of improvement. It is difficult to state whether the results were generalizable to the entire list of participants because responses were voluntary. The monitoring team coordinated by DET decided to retain the participant satisfaction survey as a component of PY2021 annual monitoring so it can be used to compare year-over-year results and collect information for the purposes of continuous improvement efforts.

In addition to WIOA Title I participant surveys, DET's one-stop system certification materials require local workforce development areas to have systems in place for collecting and analyzing customer feedback, both from job seekers and businesses, and to use the information to improve service delivery. These certification materials were distributed and utilized by the local

areas at the end of PY2018 for the purposes of certification for the next three-year certification cycle.

WIOA Title III surveys for both employers and job seekers. Online surveys are generated when a job posting closes to garner feedback from employers about their hiring outcomes and to provide suggestions for system improvements. In PY2019, 367 employers responded to surveys. Based on suggestions from the surveys, improvements were made to the job order system to allow third-party agents to use a single sign-on to post job orders, rather than having multiple usernames and passwords for various accounts.

Automated online surveys are also triggered when a candidate's resume on JobCenterofWisconsin.com is due to expire to get feedback about their job search results. We received 2,524 job seeker surveys in PY2019. Overwhelming feedback requested a resume upload feature, which the state is currently in the planning stages of programming.

Performance Measurement and Reporting

The core programs all report on common indicators, using the federal definitions. The six primary indicators of performance are: Employment Rate in 2nd Quarter, Employment Rate in 4th Quarter, Median Earnings in 2nd Quarter, Credential Attainment Rate, Measurable Skills Gain, and Effectiveness in Serving Employers. Credential Attainment Rate and Measurable Skills Gain are not required for Wagner-Peyser.

Effectiveness in Serving Employers: Wisconsin selected two of the three proposed Effectiveness in Serving Employers indicators for reporting in PY2020. The selected indicators and PY2020 results were:

- Employer Penetration Rate: 8.3% (15,221 / 183,107)
- Repeat Business Customers: 36.6% (10,223 / 27,900)

Highlights for PY2020 include:

- Efforts to determine performance indicators to measure the impact business services have on participant placement and earnings.

Performance Accountability System: Wisconsin's Title I and III programs met or exceeded 18 of the 18 negotiated indicators of performance during PY2020 prior to adjusting actual performance using the Statistical Adjustment Model.

During PY2020, the Title I and Trade Adjustment Assistance (TAA) programs included credential data from the National Student Clearinghouse House (NSCH) Tracker service. Wisconsin DWD's agreement with NSCH allows for the automation of some credential collection and reporting.

Wisconsin's Performance Advisory Committee (PAC) facilitated the development and delivery of performance technical assistance and training. Training was delivered via the monthly webinar series "WIOA Performance Friday." The PAC maintained the WIOA Performance SharePoint site with information regarding performance levels, results, and training. In response to the programs that report on Measurable Skill Gain and the common shortcomings discovered throughout the program year, members of the PAC developed and delivered targeted technical assistance to local workforce development boards and to the relevant programs.

Common Exit Policy: Wisconsin has a common exit policy for DET administered programs that is defined in the state's WIOA Titles I-A and I-B Policy and Procedures Manual Chapter 11.4.² The common exit will exit program participants at a common date when the participant has not received any services for 90 days and there are no future services planned from any of the affected programs. This definition does not include self-service, information-only activities, or follow-up services from partner programs. The DET partner programs in Wisconsin's common exit are:

- Title IB Adult
- Title IB Dislocated Worker
- Title IB Youth
- National Dislocated Worker Grants
- Title III Wagner-Peyser Employment Services
- Office of Veteran Services
- Trade Adjustment Assistance Act of 1974

Data Validation: Wisconsin's approach to data validation of performance information was set in PY2018. The PAC developed the approach with input from Title I audit teams. The data validation policy³ was published during PY2018 for application beginning in PY2019. The policy applies to Title I and Title III programs. The Trade Adjustment Assistance Act uses the Trade Adjustment Assistance Data Integrity (TAADI) report to ensure data quality. The Jobs for Veterans State Grant is in the process of developing data validation procedures along with other Title III partners based on TEGL 23-19. The current Title I and III policy ensures file samples will provide a mix of participants to ensure maximum opportunities for data corrections before the participant enters performance cohort periods. The state's data validation activities are addressed between onsite reviews and desk reviews. The PAC will develop reports that identify potential issues of data quality.

Statistical Adjustment Model (SAM) Activities: In PY2020, DWD initiated the development of a local statistical adjustment model focused on Wisconsin. This project is expected to be

² <https://dwd.wisconsin.gov/wioa/policy/11/11.4.htm>

³ <https://dwd.wisconsin.gov/wioa/policy/11/11.23.htm>

complete by January 2022 and will account for local specificity when determining performance measures.

Title I Local Area Negotiated Levels of Performance: During June 2020, DWD successfully set local negotiated levels of performance for PY2020 and PY2021 with 11 local workforce development areas. DWD used the statistical adjustment model as populated using DOL Participant Individual Record Layout (PIRL) participant data and economic data from the USDOL Bureau of Labor Statistics. The negotiation results are in Table 1, 2 and 3 in Appendix A.

Performance Results: During PY2020, Wisconsin Title I and Title III programs exceeded or met all 18 negotiated levels of performance. Wisconsin's PY2020 WIOA performance results for Title I Adult, Dislocated Worker, Youth, and Title III Wagner-Peyser Employment Service programs are explained in Appendix B.

Eligible Training Program List

Under the Workforce Innovation and Opportunity Act (WIOA), DET is required to maintain a list of training institutions and their programs of study that are eligible for Individual Training Accounts (ITAs). This list is referred to as Wisconsin's Eligible Training Programs List (ETPL) and serves as a mechanism to ensure informed customer choice for training options, as well as accountability and quality of training programs.

DET launched a new ETPL application on December 2, 2019, which captures all the information required for federal reporting and is aligned with WIOA's ETPL requirements. WIOA Title I participants who began ITA-funded training prior to December 2, 2019 were allowed to complete the training programs which were approved under the previous ETPL. DET's annual ETP performance report includes all training programs that had been published on Wisconsin's ETPL website from December 2, 2019, to June 30, 2021.

Annual Report Totals:

- PY2019 Annual Report: 1,572 training programs and 465 WIOA Title I participants who attended one of those programs using an ITA
- PY2020 Annual Report: 1,986 training programs and 1,556 WIOA Title I participants who attended one of those programs using an ITA

DET did not include any programs from its previous ETPL in the report for two reasons:

- 1) The data from the previous version had not been regularly updated and did not meet the requirements outlined by WIOA.
- 2) When institutions apply to have their program(s) included on the new ETPL, the new system has no feasible way to connect that program(s) to the version of the same program(s) on the previous ETPL. As such, if DET included programs from the previous ETPL and the Title I participants enrolled in them, DET's report would have undoubtedly

contained duplicates for a large number of programs and a significantly inflated number of participants.

Individual Training Accounts Expenditures by Program Year Details

- PY2019: \$514,939
DET completed a manual process to gather information of ITA expenditures from December 1, 2019 to June 30, 2020.
- PY2020: \$4,003,308
DET Completed a manual process to gather information of ITA expenditures from July 1, 2020 to June 30, 2021.

WIOA Individual Training Accounts Costs

The WIOA ITA costs are the summation of the WIOA ITA funds expended by Wisconsin for all WIOA participants in each program of study. This was reported on the annual report and was calculated using the following steps:

- 1) Total the data element *Total Number of WIOA Participants served with an ITA for all programs*. A WIOA participant may have multiple ITAs but is only counted once per program.
- 2) Total the ITA dollars spent statewide during PY2020 & PY2019.
- 3) Calculate the *ITA Funds Received by Program* by dividing the number found in step 2 by the number found in step 1, and then multiply by the *Total Number of WIOA Participants served with an ITA in a single program*.

Promising Practices and Areas of Strength

During annual monitoring visits to the local WDBs, DET identified promising practices and areas of strength taking place within the local areas. These are shared with the local WDBs in an annual report to highlight the many local promising practices and allow for implementation in other areas. Several of the PY2020 local WDB promising practices/areas of strength are highlighted below:

Southeastern Wisconsin Workforce Development Board (SE WI WDB – WDA #1): the one-stop operator (OSO) created a Partner List Desk Aid, which includes contact information and a summary of programs, and distributed this to the WIOA partners. The OSO also implemented an online referral form for the partners to utilize in referring individuals between programs. Cross-functional meetings were implemented, and there are plans to expand cross-functional meetings to additional groups in PY2021. Finally, the OSO provided Concierge Customer Service training to one-stop mandatory and additional managers, supervisors, and front-line staff. The training emphasized customer-first services

Employ Milwaukee, Inc. (EMI – WDA #2): provided quarterly Equal Opportunity trainings and opened them to their employees, participants, and community partners. Training subjects included Sexual Harassment, Confidentiality, Reasonable Accommodations Policy and Procedures, Limited English Proficiency, Serving our Transgender Community, and Equal Employment Opportunity vs. Equal Opportunity. EMI requires new hires and newly promoted supervisors and managers to take the Equal Opportunity 101 (WIOA Section 188 Overview) training. Sixty-seven Community Partners from 13 different agencies attended the Section 188 training.

Waukesha-Ozaukee-Washington Workforce Development Board (WOW – WDA #3): created an ad hoc work group of the board of directors to map all of the workforce-related organizations within the WDA to inform a strategic engagement strategy. The group is in the process of mapping nearly 150 groups based on type as well as potential effectiveness as a future partner. This mapping project will inform a future strategic engagement strategy with the workforce partners within the WDA to maximize available resources, and fulfills WIOA's vision of the local workforce development board as a strategic leader and convener of local workforce development system stakeholders.

Fox Valley Workforce Development Board (FVWDB – WDA #4): during the COVID-19 pandemic, local WDBs were struggling to find ways to connect people with employers. The Business Solutions Manager (BSM) reached out to Lincoln, Nebraska to find out more about their successful Drive Thru Job Fair and shared this information at the Statewide Business Services Group meeting. Through those discussions, all 11 local WDBs committed to host at least one distribution site for the first Wisconsin Drive Thru Job Fair on July 15, 2020. WDA 4 took the lead and worked with a local firm to create job seeker and company flyer templates for all to use. In the July Drive Thru, WDA 4 had 70 companies and 400 job seekers. For all 11 WDAs, 687 companies provided flyers and 3,972 job seekers came to distribution sites (out of that total, 678 were after sites had run out of packets so job seekers were referred to online links). In September, there were 22 distribution sites across the state, with two in WDA 4. WDA 4 had a total of 143 company registrations and 340 job seekers picked up materials (statewide 701 companies participated and 2,913 job seekers). WDA 4 distributed left-over recruitment packets to local libraries and other partner agencies.

Bay Area Workforce Development Board (BAWDB – WDA #5): used tools to monitor subrecipient contracts that allow for consistent monitoring across the entire WDA and extend past only file review. It's clear that each contract was monitored individually as the report has specifics for each subrecipient monitored.

North Central Wisconsin Workforce Development Board (NCWDB – WDA #6) celebrates participant and employer successes through its Awards of Excellence. These awards provide an opportunity for NCWWDB members to see firsthand the barriers many participants overcome to reach their employment goals. This annual event also highlights the partnerships with area employers. Despite the pandemic, NCWWDB staff worked tirelessly to make the recent year's ceremony a success using technology to facilitate the tradition during a NCWWDB meeting. The

NCWWDB Awards of Excellence serve to honor participants in a dignified manner while engaging members of board of directors in the celebration of success.

Northwest Wisconsin Workforce Investment Board (NWWIB – WDA #7) developed a podcast series on a variety of workforce development topics as a way to reach individuals and businesses throughout the rural local workforce area. Workforce Waves covers a variety of topics related to employment trends and challenges workers and employers face in the area. For example, during PY19, Workforce Waves featured content with then-Secretary Frostman of DWD on "Work Like a Boss – From Home" during the beginning of the COVID-19 public health crisis.

West Central Wisconsin Workforce Development Board (WCWWDB – WDA #8) instituted a centralized intake process, which allows a single intake specialist to help a customer with applications and eligibility determinations. WDA 8 has also created an eligibility checklist that the specialist uses to make sure all required documentation is in place. Intake has been mostly remote during the pandemic, which has been a convenience for many customers who do not have to travel to a job center to apply to the WIOA Title I programs. However, there is an in-person option for people who prefer it. WDA 8 anticipates continuing remote intake for customers who prefer it, with additional in-person options as conditions change. Using a centralized intake process resulted in positive outcomes; most notably no participant eligibility issues, and timely economic self-sufficiency calculations and basic skill assessments.

Workforce Development Board of South Central Wisconsin (WDBSCW – WDA #10) during the pandemic, WDBSCW developed creative ways to connect employers and job seekers virtually, including "speed networking" and "reverse job fairs." Speed networking refers to interviewing and networking events on Zoom, which allows job seekers to meet with employers in 'virtual rooms' and discuss available job openings, skill needs, etc. Reverse job fairs are a way to help companies fill their need for workers by allowing them to pitch their corporate culture, perks and high-demand job opportunities to job seekers by creating YouTube videos. WDBSCW and its partners share these videos with job seekers who have been pre-qualified by their career planners. The career planners then work with job seekers who express interest to polish their resumes and get ready for video interviews.

Waivers

DWD has the following approved waivers, which were approved by the USDOL on December 31, 2020:

- *In-School Youth (ISY) Waiver:* Employment and Training Administration (ETA) approved through June 30, 2022, the state's request to waive the requirement limiting ITAs to only out-school-youth (OSY), ages 16-24. In addition to OSY, the state may use ITAs for ISY, ages **16-21**. Please note, that ETA aligned the ISY age for ITAs with the minimum age for working.

- *Youth Expenditure Requirement Waiver:* ETA approved for PY2020 and PY2021, the state's request to waive the requirement that the state expend 75% of Governor's reserve youth funds and local formula youth funds on OSY. Wisconsin may lower the expenditure requirement of Governor's reserve and local area youth fund expenditure requirement to 50% for OSY.

A request to renew the two waivers will be submitted with the WIOA Combined State Plan Modification due at the end of the first two years of the four-year plan.

Technical Assistance Needs

Wisconsin requested technical assistance for local WDB compliance with Equal Opportunity regulations. USDOL hosted a Maher and Maher/National Disability Institute WIOA Equal Opportunity three-part virtual webinar series in October and November of 2021 that focused on "Guidance and Opportunity," "Preparation and Support," and "Defining Success." The training included both compliance and customer service, and ideas on how local workforce systems can be fully accessible for every customer.

Workforce System Challenges

The required data collection for enrolling an individual as a Wagner-Peyser participant is challenging for both staff and customers. It is difficult to explain in plain language the meaning of the required data elements and customers are frustrated by and wary of the invasiveness of the questions. Questions are often misunderstood or rushed through, resulting in unreliable data.

Looking Ahead: Priorities and Goals for PY2021

Wisconsin's workforce programs strive to implement culturally responsive and equitable policies and practices to reach and engage individuals that have barriers to employment. This requires regional coordination, strong partnerships, and innovative practices to create opportunities for individuals.

In PY2021, the Bureau of Workforce Training (BWT) will continue to enhance Wisconsin's ETPL to expand its robust list of high-quality training options for Title I Adult, Dislocated Worker, and Out-of-School Youth participants across the state, including promoting ETPL participants to sponsors of registered apprenticeship programs. BWT will complete its on-line WIOA Policy Manual and work with other programs to develop joint policies for areas that overlap.

The Bureau of Job Service (BJS) will continue to integrate virtual service delivery with in-person services at job centers, correctional facility job labs, and outreach locations. New call center technology will provide live chat functionality and a screen-sharing application will allow for better customer engagement when staff assist with Job Center of Wisconsin navigation. The Google platform functionality in Job Center of Wisconsin will be expanded to accommodate workshops, as well as one-on-one virtual meetings between a job seeker and career planner.

A Spanish-translated JobCenterofWisconsin.com website is slated to launch in January 2022, providing access to underserved populations. Additional languages are also being considered.

BJS will support employers' recruitment efforts by convening a statewide business services committee that will provide input and direction on service delivery, data collection and reporting, and policy for Job Service business services staff.

The Office of Special Initiatives will continue to build awareness of career pathways and workforce training opportunities through its work in collaboration with the Department of Corrections. This will maintain the continued training opportunities for persons in correctional care through mobile training labs as well as ensuring that those reentering the community have a good base knowledge of searching for employment, a solid resume, and how to interview with perspective employers.

Correctional facility job labs continue to grow, with three more job labs expected to open in the next 12 months. OVES plans include advancing initiatives for serving the incarcerated veterans populations, and increased focus on not only placement, but long-term retention of the veterans who exit the program.

PY2021 planning for OVES also includes efforts to improve the partnership and information sharing between OVES and the Wisconsin Department of Veterans Affairs including the development of some notification protocols for information on transitioning service members that have requested a copy of their Discharge (DD214) be sent to Wisconsin DVA which could result in possible increases of services to transitioning service members.

Appendix A

Title I Local Area Negotiated Levels of Performance: During June 2020, DWD successfully set local negotiated levels of performance for PY2020 and PY2021 with 11 local workforce development areas. DWD used the statistical adjustment model as populated using DOL Participant Individual Record Layout (PIRL) participant data and economic data from the USDOL Bureau of Labor Statistics. The negotiation results are in Table 1, 2 and 3.

Table 1. Title I Adult Local Area Negotiated Levels of Performance (PY2020 and PY2021)

WDA	Q2 Unsubsidized Employment	Q4 Unsubsidized Employment	Median Earnings	Credential Attainment Rate	Measurable Skill Gain
1	76.0%	73.0%	\$6,200	70.0%	36.0%
2	74.0%	70.0%	\$5,500	58.0%	36.0%
3	83.0%	82.0%	\$7,000	70.0%	42.0%
4	79.0%	77.0%	\$6,100	63.0%	40.0%
5	77.0%	74.0%	\$6,800	68.0%	42.0%
6	80.0%	78.0%	\$7,000	70.0%	40.0%
7	77.0%	72.0%	\$6,200	65.0%	36.0%
8	78.0%	77.0%	\$5,800	68.0%	42.0%
9	80.0%	77.0%	\$6,200	68.0%	42.0%
10	76.0%	75.0%	\$6,200	62.0%	42.0%
11	76.0%	74.0%	\$5,000	66.0%	42.0%

Table 2. Title I Dislocated Worker Local Area Negotiated Levels of Performance (PY2020 and PY2021)

WDA	Q2 Unsubsidized Employment	Q4 Unsubsidized Employment	Median Earnings	Credential Attainment Rate	Measurable Skill Gain
1	80.0%	77.0%	\$7,200	66.0%	41.0%
2	79.0%	79.0%	\$7,200	55.0%	35.0%
3	85.0%	81.0%	\$9,000	70.0%	45.0%
4	82.0%	79.0%	\$8,000	65.0%	42.0%
5	81.0%	80.0%	\$8,000	71.0%	45.0%
6	85.0%	80.0%	\$8,200	75.0%	53.0%
7	81.0%	78.0%	\$8,000	64.0%	45.0%
8	84.0%	83.0%	\$7,500	74.0%	45.0%
9	81.0%	81.0%	\$8,500	75.0%	45.0%
10	83.0%	82.0%	\$8,000	67.0%	48.0%
11	82.0%	79.0%	\$7,500	70.0%	55.0%

Table 3. Title I Youth Local Area Negotiated Levels of Performance (PY2020 and PY2021)

WDA	Q2 Employment /Education	Q4 Employment /Education	Median Earnings	Credential Attainment Rate	Measurable Skill Gain
1	74.0%	70.0%	\$3,700	51.0%	33.0%
2	76.0%	72.0%	\$3,000	56.0%	30.0%
3	81.0%	82.0%	\$4,600	60.0%	32.0%
4	73.0%	73.0%	\$4,000	55.0%	30.0%
5	75.0%	74.0%	\$4,500	56.0%	32.0%
6	73.0%	72.0%	\$4,000	56.0%	27.0%
7	75.0%	75.0%	\$3,500	58.0%	32.0%
8	75.0%	74.0%	\$3,700	64.0%	32.0%
9	72.0%	70.0%	\$3,000	70.0%	25.0%
10	78.0%	77.0%	\$3,500	59.0%	35.0%
11	70.0%	68.0%	\$3,000	62.0%	34.0%

Appendix B

During PY2020, Wisconsin Title I and Title III programs exceeded or met all 18 negotiated levels of performance. The following tables present a summary of Wisconsin's PY2020 WIOA performance for the Title I Adult, Dislocated Worker, Youth, and Title III Wagner-Peyser Employment Service programs. The negotiated level is the state's negotiated level of performance. The actual column is the state's actual performance level. The result is how the actual performance level compared to the negotiated level. The "denom" column is the size of the indicator's denominator to provide a scope of the size of the indicator.

Table 4. PY2020 WIOA Title I Adult Performance

Indicator	Negotiated	Actual	Result	Denom.
Q2 Employment	76.0%	72.2%	Met	1,294
Q4 Employment	75.0%	72.6%	Met	1,579
Median Earnings	\$5,800	\$6,104	Exceed	934
Credential Attainment Rate	65.0%	72.8%	Exceed	701
Measurable Skill Gain	40.0%	58.2%	Exceed	857

Table 5. PY2020 WIOA Title I Dislocated Worker Performance

Indicator	Negotiated	Actual	Result	Denom.
Q2 Employment	81.0%	79.6%	Met	884
Q4 Employment	80.0%	81.9%	Exceed	1,074
Median Earnings	\$8,000	\$8,960	Exceed	704
Credential Attainment Rate	68.0%	72.3%	Exceed	480
Measurable Skill Gain	45.0%	73.8%	Exceed	694

Table 6. PY2020 WIOA Title I Youth Performance

Indicator	Negotiated	Actual	Result	Denom.
Q2 Employment/Education	75.0%	76.6%	Exceed	798
Q4 Employment/Education	74.0%	72.7%	Met	1,003
Median Earnings	\$3,500	\$3,771	Exceed	579
Credential Attainment Rate	60.0%	58.6%	Met	669
Measurable Skill Gain	32.0%	53.8%	Exceed	805

* Statistically adjusted rate

Table 7. PY2020 Wagner-Peyser Performance

Indicator	Negotiated	Actual	Result	Denom.
Q2 Employment	71.0%	66.9%	Met	28,372
Q4 Employment	70.0%	68.9%	Met	26,620
Median Earnings	\$6,200	\$6,204	Exceed	18,980

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